Fitchburg Public Library Building Program

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Executive Summary

The Need

The City of Fitchburg has experienced decades of decline and has now begun a period of re-growth, rejuvenation, and reinvention. The old mill city is gone and a new demographic has emerged. The Public Library has suffered along with the citizens of Fitchburg and is now excited by the challenges that lie ahead. For decades the Fitchburg Public Library had been a regional reference and audio-visual center serving as both a research and a public library. The challenges of changing demographics present an opportunity to reach out and serve the community in ways that will benefit individuals and families for years to come.

The Fitchburg Public Library consists of two buildings built at different times. The Youth Library predates the Wallace Library. The Youth Library opened in 1950 at a time when children visited the library with a parent during the day or after school and then went home for dinner and to do their homework. The library was not open in the evenings except for special events. The Wallace Library opened in 1967 and was connected to the Youth Library via an indoor ramp. There have not been significant renovations to either building.

Now, in the middle of the second decade in the 21st century, the Youth Library is sixty-five years old and the Wallace Library is almost 50 years old. The days of being a regional reference center and an audio-visual center have ended. The public is looking for meeting space, educational and entertainment materials, a Wi-Fi connection, and computers with an Internet connection and basic Office programs. The public has also come to expect heat and air conditioning, a secure environment, and an ADA compliant building that is up to code in other building elements as well.

The need is five-fold:
1. Both buildings are plagued with horrendous HVAC, electrical, plumbing, and security issues. Broken pipes, fires in fan-coil heating units, elevator repairs, inoperable boilers, a barely functioning cooling tower, only 1 in 4 compressors operable, deteriorated sump pump piping, roof leaks, and the absence of smoke detectors, sprinklers and fire doors have caused portions of the building to be closed or inaccessible for varying amounts of time, including full days. The building itself is in need of major repairs.

2. Space is poorly allocated as the needs of the community have changed in fifty years. For decades the Fitchburg Public Library was a regional reference and audio-visual center with supplemental state funding. Downtown was a bustling place. The demographics have changed, literacy rates are low, educational levels are low, and the demand for reference service is not what it was twenty or thirty years ago.

3. Security has become a major issue. An increase in drug dealing and use, students with nowhere to go, vandalism, sexual offenders frequenting the building, and a

large homeless population have led to the installation of security cameras. Some areas remain unprotected and the building itself has many non-secured areas.

4. The 9,000 square foot Youth Library opened in 1950 at a time when parents visited the library with their children and families dined together in the evening. The building was not open in the evening. The supplemental lighting is inadequate and the building appears dark and closed. The 9,000 square feet is subdivided into three sections, with 3,000 for the Youth Library collection, 3,000 for the garden, and 3,000 for the auditorium. An auditorium seating 205 in traditional theater seats with a proscenium stage and stage lighting, and a 16mm projection room is not needed.

5. Meeting space is essential in a public library. Community groups want to use their library and they should have access to space that is flexible in design and layout. Multiple meeting rooms of varying sizes are needed for community groups and library programs. One large room should be provided with means to divide it into two smaller spaces and should include a stage or raised platform of some sort to allow clear sightlines for an audience. Other smaller spaces are needed as well.

The Objectives

The mission of the Fitchburg Public Library is to provide materials and exceptional service to support all people in their quest for information, recreation, research, and life-long learning. The Library is no longer a regional research library and must begin its journey serving the citizens of Fitchburg as well as all library users as a community place.

The following objectives need to be met for the library to fulfill its mission:
- The Youth Library must be enlarged. 3,000 square feet for the children's library must be greatly increased
- Designated spaces for school children of different ages as well as for preschoolers are needed
- Expand collections and services for children
- Additional space for fiction while reducing the space allotted to non-fiction and reference
- Space for large print materials that is easily accessible
- Expanded computer facilities, including a computer lab
- Maker space area including a stable platform/table for a 3D printer, space for video and music production and editing, tables for collaborative projects, computers and equipment for transferring analog materials to a digital format and other technology uses as well as a room, or locked cabinets, for supply storage
- Dedicated children's story/craft area/room in the children's area so children will not be distracted and other library services will not be interrupted
- Group study rooms for 4 or 8 people with lots of glass and clear sight lines from a staff desk
- Provide several small public meeting rooms with flexible design

- Teen room that allows them to be noisy and has computers, shelving for reading materials, a staff desk, is visible to staff elsewhere in the library, and can be locked
- Provide a large meeting room with movable furniture and a stage or raised platform (Murphy bed style, or pullout) for concerts, meetings and lectures
- Combine and centralize staff support work areas where practical
- Improve the efficiency and workflow of the circulation desk
- Provide space for self-service checkout desks in both libraries
- Provide dedicated parking but realize that many library users arrive on foot, by bus or taxi, or by bicycle
- Provide attractive, artsy bicycle racks with a protective cover
- Ensure the infrastructure to comply with current ADA and building codes and to control operating costs
- Incorporate green building concepts, practices and technologies into the entire design
- Have an efficient, thermostatically controlled HVAC system that can be easily switched between heat and air-conditioning
- Have screened windows that open
- Eliminate non-secure areas and greatly increase security for staff and the public

The Solution

The Fitchburg Public Library Building Program recommends expanding and renovating the library to a 67,500 square foot facility on the existing site in order to improve library services and to plan for growth during the next twenty years as follows:

- Expand the children's facility to accommodate children and their caregivers with a range of services including:
    - Dedicated space for preschoolers and school-age children
    - Expanded space for the children's collections with shelving sized appropriately for the various age groups
    - Expanded preschool and parenting activities
    - Dedicated story hour and craft room with a sink
    - Furniture sized appropriately for the various age groups
- Provide a large, flexible meeting room with some stage lighting and a platform or stage (Murphy bed style or a pull out platform) for better viewing for meetings, film, performances and other events
- The large meeting room should be able to be divided into smaller spaces to allow groups of various sizes to meet simultaneously
- Allow for the large meeting room to be accessible after hours
- Provide a kitchen service area and bathrooms for the large meeting room
- Provide security for staff, patrons, and the collections
- Provide a 24/7 book drop in a secure and weatherproof location
- Create a teen space that will encourage teenagers to come to the library to:
    - Work together on homework

- o Enjoy recreational activities
- o Use computers in a safe and constructive environment
- o To be noisy without disturbing other library users
- Provide computers throughout the building for access to the online catalog and create a computer lab for library users to obtain information and a screen at the front of the room for instruction of computer skills and programs
- Create one adult service desk with two distinct areas for circulation and for information services, if practical
- Provide one reference desk located near the reference collection and computer lab
- Provide several self-check-out stations in both the children and the adult areas convenient to the service desk for assistance when needed
- Provide shelving for self-pick up of holds
- Centralize staff work areas to increase efficiency and productivity
- Provide parking for the public as well as staff and volunteers
- Include a staff kitchen/rest area
- Provide public bathrooms in the children's area and in the adult library
- Provide staff bathrooms near the staff kitchen area
- Locate the administration office closer to other staff work areas
- Provide a staff bathroom near the administration office
- Increase the functional space of the building by 130% on the same location
- Create access into a secure staff only space for after-hours book bin deliveries
- Include one outdoor garden space
- Provide a Friends' book sale area and sorting/storage room for overstock
- Use elements from the existing building in the design, including, but not limited to, the stained glass city seal window, the Kepes designed baked enameled frieze, brass signs from the first Wallace Building, the three owls on the Youth Library, some of the owls from the adult library and garden, and the granite foundation corner from the first building.

The spreadsheet below summarizes and compares sizes and capabilities of existing and recommended future facilities (a detailed spreadsheet appears in Part 2, Chapter 2):

Library Functional Area	Proposed Area	Proposed Materials	Proposed Seats	Existing Area	Existing Materials	Existing Seats
Lobby	900		8	630		
Circulation	850			1,077		
New Books	2,500	2950	22	2,359	2000	13
Reference	3,050	4,500	65	2,121	7512	40
Law Library				1065		
Willis (Local History) Room	1,560	5,000	8	450		4
Rosenbaum (Conference) Room	450	450*	15*	360	450*	14*
Book Stacks	16,750	124,124	16	9,968	101,926	14
Non-Print	2,000	15,225	0	732	12,638	0
Youth Library	9,500	54,525	40	4,062	33,892	17
Teen Area	1,140	6,000	21			
Maker Space	1,500		16			
Group Study	512		16			
Meeting Rooms	2,000		180*			35*
Auditorium				3,000		205*
Technical Services	1,100			1,440		
Administration	655			620		
Friends	500			374		
Literacy				640		
Staff Room	350			441		
Maintenance	550			315		
Total Function	45,867	203,669	196	29,654	156,184	90
Non-Assignable Area	13,760			15,844		
Total Library Area	59,627			45,498		

Book stacks do not include material counts for basement storage
*Number not counted in totals to avoid double counting or seats not available to the public at all times.

Part 1: Needs Assessment

Chapter 1: Community Description

Geography
Located in the Montachusett Region of North Central Massachusetts on the North Nashua River, bordered by Westminster on the west, Ashby on the north, Lunenburg on the east, and Leominster on the south, Fitchburg is 25 miles north of Worcester and 46 miles northwest of Boston. The land area is 28.1 square miles and is rumored to be the second hilliest city in the United States following San Francisco.

History
Fitchburg's location on the Nashua River led to its development initially as an industrial center where mills were built to take advantage of the readily available water power. The construction of rail lines passing through Fitchburg on the Boston to Albany line increased the city's position as a manufacturing center. At the end of the 19th century, 97 passenger trains were pulling into the Union Station on Main Street every day. Industries such as machine shops, tool works, clothing, and paper mills were the engines of significant growth throughout the 19th and early 20th centuries.

These industries attracted large numbers of European immigrants to Fitchburg. During the Industrial Era large numbers of Irish, Italian, Finnish, German, English, Welsh, French-Canadian, and others came to live and work in the city.

Fitchburg was first settled in 1730 as part of Lunenburg and incorporated as its own town in 1764. It is named for John Fitch, an early settler. Fitchburg's golden age was in the last half of the 19th century when the city's population grew six-fold, from 5,120 in 1850 to over 31,000 in 1900. By 1890 Fitchburg claimed a total of 59 different industries.

As Fitchburg aged and prospered it became a destination city west of Boston. Prosperity of the latter half of the 19th century continued into the 20th century. Immigrants, new immigrants, and descendants of immigrants, came to Fitchburg for employment, but the city's role as a source of prosperity to the region has been changing. The shift away from heavy manufacturing has left the old mill complexes in transition. Economic opportunities have changed.

Since the 1960s, there has been a general trend of heavy industry migration away from the northeastern United States. The paper industry, one of the oldest and historically largest industries in Fitchburg, has chosen to locate its pulp-to-paper mills closer to its northern pulping plants to reduce costs. During this same period, the rise of regional shopping centers further diminished the role of downtown shopping in the city's center.

Government
Fitchburg is administered by a mayor-council form of government. The City Council is composed of eleven members with committees appointed by the Council President—Finance, Legislative Affairs, Public Safety, Public Works, City Property, Appointments,

and Records. All council members are elected. The mayor serves a two-year term. The mayor appoints residents and business leaders to serve on various boards and commissions, including the twelve-member Board of Library Trustees.

Demographics

AGE DISTRIBUTION
The percentage of Fitchburg residents under the age of 5.5 and over the age of 85 are higher in Fitchburg than state and national percentages:

	Fitchburg	Massachusetts	United States
Under 5.5	6.7%	6.3%	6.3%
18 and over	79.9%	76.4%	74.3%
65 and over	12.4%	13.5%	14.1%
85 and over	2.2%	1.8%	1.6%
Median Age	34.1	36.5	35.3

The percentage of Fitchburg residents over the age of 65, and 85 is also higher than most of the geographically closest towns:

	<5	18+	65+	85+	Median Age
Fitchburg	6.7	79.9	12.4	2.2	34.8
Leominster	5.9	80.0	14.2	2.5	40.0
Lunenburg	5.9	74.9	13.7	1.6	43.7
Townsend	5.2	74.9	9.4	1.1	41.3
Lancaster	5.2	74.9	9.4	1.1	41.3
Westminster	4.4	76.4	11.5	1.5	42.8
Ashburnham	5.1	74.6	9.8	1.1	40.9
Ashby	4.9	75.5	10.5	0.9	42.6
Princeton	3.9	76.1	11.7	1.1	46.8

RACE
The history of Fitchburg points to large numbers of European immigrants. In the last decade the city has increased its ethnic and racial diversity. In 1980, the percentage of non-white city residents was 2%, and people of Hispanic origin constituted 2.8%. In 2010 the Federal Census showed a Hispanic or Latino origin of 21.6%. The state average of people with Hispanic or Latino origin is 9.6%. The Asian population is predominantly Hmong-Lao, many of whom are political refugees. The percentage of residents of Black or African American origin is 5.1%, and the percentage of residents of Asian origin is 3.6%.

INCOME
By all comparisons, Fitchburg is a poor city. As of April, 2015, the national unemployment rate was 5.4%; for the state it was 4.7%, while Fitchburg's figure was 5.9%. In 2013 the 15% living below the poverty line are above the state average of 9.3%.

The median household income is $45,363 which is significantly lower than all other nearby communities.

	Median Household Income
Fitchburg	45,363
Leominster	58,896
Ashburnham	83,532
Lunenburg	76,063
Westminster	83,840
Lancaster	78,283
Ashby	82,778
Townsend	78,985
Princeton	120,607

EDUCATION

For the population of 25 years and older, Fitchburg has lower levels of educational attainment than the State average, with 83.1% completing high school compared to a national average of 86% and a State average of 89.4%. The same is true for those with a bachelor's degree or higher: 20.1% completed a bachelor's degree and the national average is 28.5% and the State average is 39.4%. Fitchburg's lower than average levels of education can be attributed to the large percentage of manufacturing, trade and construction industries which do not require higher levels of education.

	% High School +	% Bachelor's +
Fitchburg	83.1	20.1
Leominster	87.1	25.8
Ashburnham	96.6	34.3
Lunenburg	92.3	36.6
Westminster	94.6	40.4
Lancaster	89.2	31.4
Ashby	95.7	29.4
Townsend	95.7	29.4
Princeton	97.9	63.3

Public schools in Fitchburg are Fitchburg High School, Memorial Middle School, Longsjo Middle School, Crocker Elementary, McKay Arts Academy, Reingold Elementary, South Street School, and Goodrich Academy. Students also have access to Montachusett Regional Vocational Technical School and the Sizer School, a North Central Charter Essential School. Collaboratives include CAPS Education Collaborative and FLLAC Collaborative. Private/Parochial Schools in Fitchburg include Applewild School, St. Bernard's Elementary School, St. Bernard's Central Catholic High School, St. Anthony's Elementary School and Notre Dame Academy. Fitchburg is also the home of Fitchburg State University, the city's largest employer.

LABOR
The average travel time to work is 24.9 minutes, while the national average is 25.5. The percentage of Fitchburg residents without access to a vehicle is 5.1% vs. the national average of 4.4%. The majority of workers from Fitchburg travel to one of three places: the Fitchburg/Leominster area where almost 70% of city residents work; the Worcester area; and Greater Boston. 89.1% of workers travel by car, truck, or van compared to 86.1% in the US. 76.3% of US residents drive alone compared to 79.2% in Fitchburg.

Local Issues
The need for additional business development to expand the city's tax base and the very poor financial state of the city are significant problems. Main Street redevelopment discussions consider the renovated Library as a cornerstone of the project.

Part 1: Needs Assessment

Chapter 2: General Library Information

Library History

The City of Fitchburg has a rich history of Library service to the community beginning in 1859 when the citizens of Fitchburg approved a town warrant and the first Fitchburg Public Library became a reality with a budget of $1,851 and quarters at Town Hall. In 1885 Rodney Wallace built and furnished the Wallace Library and Art Gallery at the corner of Main Street and Newton Place as a gift to the people of Fitchburg.
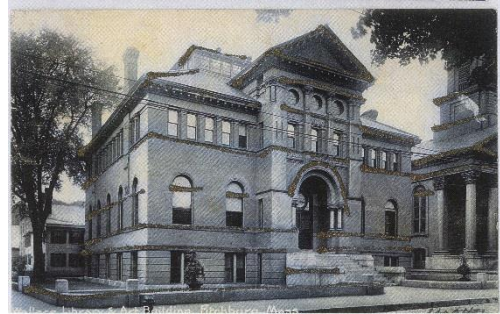
In 1950 the Youth Library was dedicated. This was the first public Library solely for children and was celebrated in magazines around the globe. City school children raised and contributed over one million pennies, and individuals and organizations raised needed funds. The total cost of the Youth Library was $213,638 and was built to house 25,000 books.

The first bookmobile owned by the Library began service in 1953. This began a long tradition of community outreach, especially to outlying areas. The bookmobile was replaced in 1967 through the generosity of Helen E. Vickery. The third and last bookmobile was purchased in 1993 and remained in service until the summer of 2003.

Beginning in 1962, the Fitchburg Public Library became the first regional Library in Massachusetts and later became the audio-visual headquarters for the Central Massachusetts Regional Library System serving seventy libraries. The 16mm film and video collections serving libraries in the regional Library system operated from the basement of the Fitchburg Public Library until 2004.

In the 1960s, the Federal Library Services and Construction Act (LSCA) made funds available for building public libraries. Those grant funds together with city funds, and a magnificent gift from George R. Wallace, Jr., made an entirely new adult Library a reality. On June 3, 1967, the new Library was dedicated and named for George R. Wallace, Jr. and his wife Alice G. Wallace. The building constructed in 1967 was a dramatic architectural change from the original building and is an excellent example of brutalist architecture. With 36,000 square feet and a book capacity of 150,000, the $1.3 million dollar project was a new landmark in the city. The new building was connected

to the 9,000 square foot Youth Library by removing a large wall and installing a ramp. The Wallace Library contained many design elements to unify the two buildings.

Library Governance
The Library is a department of city government governed by the Board of Trustees consisting of twelve members, four members being appointed annually by the mayor for a three year term. The board's authority is derived from Chapter 78, Sections 10 and 11 of the Massachusetts General Laws. Section 10 states in part that: "The board shall have the custody and management of the Library…and all property owned by the town related thereto. All money or property which the town may receive by gift or bequest shall be administered by the Board."

Library Administration
The Director is appointed by the Board of Trustees and plans, organizes, directs and manages all aspects of public Library services for the residents of Fitchburg and other Fitchburg Public Library users. The Director is directly responsible to the Board of Trustees and is an employee of the City of Fitchburg.

Library Staffing
The Library is staffed by 15 employees hired by the Library director:
>   4 full-time
>   10 part-time
>   1 full time custodian

There are three departments other than administration: Technical Services, Adult Services, and Youth Services. Three full-time and two part-time employees hold MLIS degrees. The three supervisors in the three departments manage eleven employees. The Building Maintenance employee answers directly to the Director.

Financial Support
The Library has two organizations which help enhance Library services. The Friends of the Fitchburg Public Library provides approximately $10,000 per fiscal year and the trust funds managed by the Board of Trustees support the operations of the Library with supplemental funding of approximately $70,000 per year. Numerous grants and State Aid to Public Libraries provide much needed additional financial support.

Finances for Library Operations
The Library is a department of the City of Fitchburg. The Library's budget is less than 1% of the City's total annual expenditures. The annual municipal appropriation for the Library is approximately $710,000, down from the high of $1.2 million last appropriated in FY2008. The balance of revenue to support Library services comes from the Friends of the Fitchburg Public Library, income generated by investments, bequests, and gifts managed by the Library Board of Trustees, State Aid to Public Libraries, and miscellaneous grants.

Part 1: Needs Assessment

Chapter 3: Long Range Planning

Library Strategic Plan FY2013-2017
The Long Range Planning Process was initiated in May, 2012, by the current Director. The plan was facilitated by Deb Hoadley, an advisor with the Massachusetts Library System, and the S.O.A.R. exercise by Mary Heafy, President/CEO of The Arc of Opportunity. After a 69% budget cut for FY2009, and 4 years of operating in survival mode, the FY2013 budget was sufficient to meet the minimum requirements by the Massachusetts Board of Library Commissioners (MBLC) for certification. Temporary certification was granted on August 2, 2012, by the legislature and the MBLC. The state aid application due in October allowed for certification and all its benefits; however, part of that process included having a Long-Range Plan on file.

The process of creating the plan gathered information from community surveys and through brainstorming sessions with the trustees and staff. The surveys were available at the Library, on the web, at club meetings, and through organizational meetings. Once the surveys and focus groups were completed, the Advisory Committee reviewed the data. A Mission Statement was agreed upon and Goals, Objectives and Activities were constructed. The final plan was unanimously accepted by the Board of Trustees on September 12, 2012.

Mission Statement
The mission of the Fitchburg Public Library is to provide materials and exceptional service to support all people in their quest for information, recreation, research, and life-long learning.

Service Priorities
Based on needs assessment from the data, five major areas of focus were identified:
Establish stable funding: To maintain certification and provide Library services for the residents of Fitchburg, increase hours and services to achieve goals, and hire enough staff
Revise the building program: Be prepared to take advantage of the next Library Construction Grant round to provide a building that will serve the needs of the community into the future.
Address the HVAC problems: A Library that provides a climate controlled environment for the staff and the public to be comfortable will help fulfill residents' quest for information, recreation, research and life-long learning.
Increase visibility in the community: A Library that is visible in the community helps residents understand the materials and services available at the Library to meet their need for information and answers to questions on a broad array of topics related to work, school and personal life.
Create relationships with different groups: A Library that has a relationship with the different ethnic, cultural, fraternal and business groups participates in community building and helps address the need of people to meet and interact with others in their community and to participate in public discourse about community issues.

In addition to the five service priorities, the Fitchburg Public Library also offers the following services:
- Business and Career Information
- Consumer Information
- Cultural Awareness
- Formal Learning Support
- Government Information
- Local History and Genealogy
- Information Literacy
- Life-Long Learning
- Entertainment Materials
- Research Assistance

Goals and Activities
- Upgrade and maintain the buildings in order to effectively meet the needs of the community.
- Adjust technology to meet customer needs.
- Attract more customers.
- Adjust staffing to meet customer needs.
- Secure sufficient funding to meet customer needs.

Strengths
- Architecture and site planning
- Reputation of Youth Library and fondness for YL building campaign of 1950
- Excellent staff at all levels
- Dedicated volunteers
- Good interaction with community service agencies
- Well known in the community
- Popular programming
- Accessibility
- Friends of the Library
- Over $1,000,000 in trust fund principle
- Excellent trust fund management

Weaknesses
- Limited free parking
- Open environment is not conducive to private study
- Speed of traffic on Main Street
- Worn out HVAC system
- No fresh-air intake
- Potential customers are repulsed by blatant drug dealing and prostitution in area
- A perception among many that Main Street is not a safe place

Opportunities

- Consultants
- New leadership
- Return of Sunday hours
- Community outreach

Threats
- Instability of city funding
- After-school loud teenagers
- Aging building

A few themes continually surfaced throughout the process. Many smaller issues have been addressed through new leadership. The thread connecting many of the issues was the importance of improving the buildings. The Library's mission is simply not being fulfilled when the building is uncomfortable due to inadequate heating and cooling, staff and patrons don't feel secure, items are water damaged by broken heating pipes, and collections are housed in areas with restricted access due to lack of space.

Part 1: Needs Assessment

Chapter 4: Library Services

Services Offered
- 6 Day Service—The Library is open six days per week excluding holidays.
- Materials Lending—As of June 30, 2015, the collection contained 194,593 items including e-books, e-audio and e-video with a total annual circulation of 146,038.
- Information Services—The Fitchburg Public Library was a regional Library for many years and has continued to provide excellent information services. In addition to the Director, there are five staff members who hold MLS degrees.
- Computer Services—Computer services at the present time are limited for a Library serving a population of approximately 40,000. Internet use is limited to one hour per day through a computerized reservation system. There are times when people leave frustrated by the limited number of computers. In a typical week, there are 588 users of public Internet computers. In the adult Library, there are 2 word processors, 10 Internets with the ability to search the web and the Library catalog, 3 catalog-only computers, 2 career computers to aid in job searching, and several laptops able to be deployed by staff for work away from the desks or for training purposes.. The Youth Library offers 2 children-only and 1 adult Internet computers, whose use is limited by a computerized reservation system, 1 public catalog station, and a homework center with two Internet computers and two laptops, all with word processing software. C/WMars, our integrated library service consortium, provides all wired Internet connections, the shared online catalog and patron database, and the circulation system.
- WiFi—Provided by the City of Fitchburg this well-used service is available throughout the buildings.
- Homework Center—Four computers and two laptops are reserved for four afternoons each week with staff available to provide homework help.
- Reserves and Inter-Library Loan—For FY15 the number of items received from other libraries was 14,626 and the number of items provided to other libraries was 22,255. These numbers reflect the trend prevalent throughout the state-that interlibrary loan and book delivery is an ever increasing service.
- Special Collections—Historic items, Massachusetts Vital Records, local history and the Acadian Cultural Society book collection are housed on the second floor of the Library in the Willis Room. Access to the collections is during normal Library hours but identification is required. Genealogy volunteers assist family history researchers several hours each week.
- Outreach to Senior Housing Facilities—Annual circulation of over 600 books to five adult care facilities is provided by one volunteer (a former staff person) whose dedication to this outreach is greatly appreciated by the residents.
- Public Fax for outgoing documents only is available with staff assistance at the reference desk for a small fee.

- Services for the Disabled—All public areas are accessible by elevator, although it is not ADA compliant. The Optelec enlarger magnifies printed documents in an open area.
- Children's Programming—A variety of entertaining and educational programs are offered year round for children from infants through sixth grade. Family programs occur on a less frequent basis but are also offered year round. Some of these programs are provided by community partners such as Montachusett Opportunity Council (MOC) Partnership for Children Program, the Fitchburg Public School's Title 1 program, and Head Start.
- Teen Programming—A variety of programs are offered to and by teens. Each month there is a Saturday evening event. Space in the Youth Library is set aside for dedicated teen use two afternoons per week. A monthly movie event is held.
- Gaming—Several hours each week are reserved for Wii and X-box gaming.
- Adult Programming—The Library Book Club meets monthly. The Knitting and Crocheting group meets each week as they have for over 25 years. One-time programs are offered on a less frequent basis but are held throughout the year.
- Meeting Space—An auditorium seating 205, a conference room seating 15, and the Garden Room with views of the Youth Library garden seats 50 in chairs and 70 on the floor. There are no group study rooms.
- Website and Online—The library's website at www.FitchburgPublicLibrary.org incorporates the online catalog, event calendar, museum pass bookings, book recommendations, special events and programming news, and access to personal borrowing records.

For FY2015
Number of children's programs	292
Total attendance at all children's programs	3,813
Number of YA programs	33
Total attendance at all YA programs	226
Number of adult programs	36
Total attendance at all adult programs	344
Number of times meeting rooms were used	879

    -excluding staff meetings

Part 1: Needs Assessment

Chapter 5: Library Collection and Circulation Analysis

Holdings by Material Type

Adult and YA Holdings by Material Type

Materials	FY12	FY13	FY14	FY15
Books	89,560	90,626	90,743	92,416
Periodical Volumes	3,802	3,127	3,718	3,961
Audio	9,060	9,117	9,725	9,843
DVD, Video	7,143	7,495	7,680	6,830
CD-ROMs	5	5	5	188
Microforms	6,622	6,662	6,702	4,583
Miscellaneous	3,162	3,120	3,080	3,240
Total	119,354	120,152	121,653	183,061

There has not been a significant increase or decrease in adult holdings.

Children's Holdings by Material Type

Materials	FY12	FY13	FY14	FY15
Books	26,678	27,743	28,820	29,761
Periodical Volumes	107	113	155	177
Audio	523	549	583	617
DVD, Video	1,834	2,025	2,250	2,245
CD-ROMs	192	205	219	108
Microforms				0
Miscellaneous	638	629	637	644
Total	28,636	31,264	32,664	33,552

From FY12 through FY15 the Youth Library collection has increased by 18%.

Circulation by Material Type

Adult and YA Circulation by Material Type

Materials	FY12	FY13	FY14	FY15
Books	37,658	48,031	44,117	47,154
Periodical Volumes	426	792	814	649
Audio	5,498	7,865	7,382	7,275
DVD, Video	24,479	41,810	40,893	38,404
CD-ROMs	8	155	159	349
Microforms		73		
Miscellaneous	87	896	709	583
Total	68,156	96,615	94,074	94,414

Children's Circulation by Material Type

Materials	FY12	FY13	FY14	FY15
Books	27,552	37,294	35,763	35,092
Periodical Volumes	45	90	130	115
Audio	702	1,142	944	795
DVD, Video	5,174	10,144	9,300	8,488
CD-ROMs	301	388	337	226
Microforms				
Miscellaneous	580	665	624	577
Total	34,354	49,723	47,098	45,293

We began FY12 open 25 hours and ended the year at 48 hours. We opened 53 hours in FY14. Comparing circulation and holdings statistics over these four years is difficult. Circulation numbers presented above may differ from other reports due to the exclusion of electronic items. The numbers show a slight decrease because of the increase in electronic items.

Comparison of Circulation per Capita with Similar Libraries
Massachusetts Public Library Data prepared by the Massachusetts Board of Library Commissioners groups libraries based on population size. Of the 46 municipalities in the population group 25,000 to 49,999, of which Fitchburg is included, there are only nine municipalities sharing the same Equalized Valuations (EQV) from the Massachusetts Department of Revenue. The EQV are an estimate of the Full and Fair Cash Value (FFCV) of all property in the state. Subdividing population groups by EQV makes a fair basis of comparison between libraries—libraries in wealthy communities should not be compared with libraries from poorer communities. For FY15, the municipalities sharing Fitchburg's EQV are: Agawam, Amherst, Chelsea, Holyoke, Leominster, Pittsfield, West Springfield, and Westfield.

Print, audio, video, total direct, total activity, nonresident, and per capita circulation for libraries in the same population and EQV group as Fitchburg are presented below. Interlibrary loan statistics for those communities is also presented.

	Population	Print	Audio	Video
Agawam	28,438	168,540	24,264	76,419
Amherst	37,819	306,125	56,490	107,385
Chelsea	35,177	31,322	832	22,741
Fitchburg	40,318	83,010	8,070	46,892
Holyoke	39,880	47,140	4,220	23,253
Leominster	40,759	171,355	18,071	68,378
Pittsfield	44,737	166,655	21,302	48,227
W. Springfield	28,391	85,423	8,734	41,615
Westfield	41,094	160,303	22,900	93,362

	Total Direct	Total Activity	Non-Resident	Per Capita
Agawam	280,734	309,079	64,320	10.77
Amherst	491,028	491,053	171,144	12.62
Chelsea	60,073	66,500	9,251	1.77
Fitchburg	124,018	146,241	19,286	3.62
Holyoke	84,528	98,330	12,522	2.44
Leominster	234,809	275,383	54,413	6.72
Pittsfield	220,983	239,797	54,744	5.44
W. Springfield	134,899	156,886	24,601	5.47
Westfield	272,043	293,402	31,387	7.10

	Interlibrary Loans	
	To others	**From others**
Agawam	28,345	23,709
Amherst	25	408
Chelsea	6,427	12,345
Fitchburg	22,255	14,626
Holyoke	13,802	7,856
Leominster	40,574	28,567
Pittsfield	18,835	31,527
W. Springfield	21,987	16,206
Westfield	21,359	27,025

Summary of Circulation Comparisons
In all categories of circulation shown in the table, Fitchburg is the third lowest with only Chelsea and Holyoke below Fitchburg. Even in the number of interlibrary loans received from other libraries, Fitchburg is the third lowest.

Not surprisingly, the number of interlibrary loans (ILLs) Fitchburg provides to other libraries is above the median number of loans provided to other libraries from the given list. In fact, there were only two libraries providing more items, Agawam and Leominster. The high number of ILLs provided to other libraries points to the size, depth and breadth of the collection in Fitchburg.

Comparison with Current Standards
The size of the collection, measured against the Wisconsin Library Standards, places the Library at or below the basic level with the exclusion of numbers of periodical titles which is significantly below even the basic level. Despite the size of the building, which is larger in comparison than those of surrounding towns, the collection size depicts years of inadequate funding.

The Library had been a regional reference center for many years and during those years circulation was more than double what it is today. Years of inadequate funding, changing demographics, and an aging facility have all contributed to a level of service below that remembered by long-time employees and members of the public.

<div align="center">

Wisconsin Public Library Standards*
Quantitative Public Library Standards

Municipal Populations 25,000 to 49,999

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	Print Volumes per Capita	Periodical Titles Rec'd Per 1,000 pop.	Audio Recordings per Capita	Videos per Capita	Collection Size per Capita
Basic	3.4	6.1	0.23	0.23	4.0
Moderate	3.8	8.4	0.29	0.29	4.2
Enhanced	4.0	10.2	0.36	0.36	4.7
Excellent	5.9	13.2	0.44	0.44	6.6
Fitchburg FY15	2.05	0.85	.20	1.16	3.0

* 5th Edition, 2010

Part 1: Needs Assessment

Chapter 6: Library Building Project

Introduction
The Fitchburg Public Library consists of two buildings, built at different times. The main building is the Wallace Library which opened in 1967 replacing an earlier building that was attached to the 1950 Youth Library. No additions or significant renovations have been made to either building. Both buildings are plagued with HVAC, electrical, plumbing, and security issues. Broken heating pipes, fires in fan-coil heating units, elevator repairs, inoperable boilers, inoperable heat and air conditioning in significant portions of the building, a barely functioning cooling tower, and the absence of smoke detectors and fire doors have caused problems in the buildings.

The concrete construction of the mid-century modernist adult library building has created a space that is not flexible and makes the drilling of holes for cabling, new shelving, etc. almost impossible. The space throughout both buildings is poorly allocated as the needs of the community have changed in fifty-plus years. An outdated auditorium seating 200 with a projection room for 16mm films is not as essential as increasing the size of the Youth Library.

The Youth Library was built to house 25,000 books and now houses nearly 34,000 items plus Internet computers, the homework center, an adult Internet, and the online catalog. The gaming consoles do not have a secure storage area so are kept on wheeled carts in the staff workroom Security for the staff, patrons, collections and the buildings has become a major concern. Flexible meeting space, small group study rooms, and adequate parking for the public as well as staff, would be a welcome addition.

The feasibility study needs to include an examination of the present site and buildings. It needs to consider design options for expanding and renovating the existing buildings or options for a new building, if necessary. Once an option is selected, a schematic design and cost estimate will be prepared and presented to the City for approval and further planning.

The Physical Need for Renovation or Reconstruction
The City of Fitchburg has supported the Library since its construction. Maintenance of the buildings has been done to the best of the City's ability given the limited resources available. If the existing buildings were determined structurally sound, there are several items that would need major attention. These include the oil burners and boilers, the in-ground oil tank, the heating controls for the radiant floor heating system in the Youth Library, fresh air intake systems, all the windows (including hardware, sills, frames, trim and glazing), the design of the roofs, the fan coil units, asbestos insulation in pipe elbows and valve coverings, asbestos floor tiles, the uneven stone flooring the air conditioning cooling tower and compressors, all plumbing including the roof drains, and enlarging the elevator.

Since the mid-1980s the increasing demand computer access, the addition of new collections, specifically DVDs, CDs, and foreign language materials, and the need for larger audiobook and large print book collections, has brought new space need considerations. Tables and seating has been reduced to make room for the collections. Space that was once adequate for housing books is now shared with media and computers. The public demand for meeting space has also increased. Space limitations have combined with deteriorating conditions to make the need for renovation clear.

Preliminary Plans for Renovation
Preliminary plans for renovation began in February 2006 after the long tenured director retired. The Acting Director formed the preliminary Library Study/Expansion Committee. The need for significant building repairs was evident but the fact that the library was no longer meeting the needs of the public was also evident. Circulation was down, the number of people visiting the library was down, and the public was requesting services and collections that the library either did not have or were unavailable to the public. Renovation plans were first stalled by a director search and then put on hold due to a FY09 69% budget.

Building Needs Assessment

Introduction
The Fitchburg Public Library consists of two buildings, built at different times. The Youth Library opened in 1950, separate from the original library. In 1967 the Wallace Library replaced the Library built in 1885 and the two buildings, the Wallace Library and the Youth Library, were joined by a ramp that does not meet ADA requirements. The buildings share a heating system but have separate air conditioning systems. No additions or significant renovations have been made to either building. Public parking is limited to eight two-hour spaces across the street from the Youth Library.

Youth Library
Built in 1950 with a capacity of 25,000 books in 3,000 square feet the original design was very open and equipped with sliding glass walls opening onto the garden, and a beautiful fireplace with two flues for an indoor and an outdoor firebox. The main room was used for meetings or parties after hours. The space now houses nearly 34,000 items including CDs, VHS films, DVDs, Audiobooks, computer games, six computers, play tables, comfortable seating and tables and chairs. As shelves were added, the beautiful open floor space was reduced. Tables and chairs were slowly removed to allow for more and more materials. Materials are so crowded that not all aisles have 36" clearance. The sliding glass walls were replaced with conventional glass doors.

Entrance to Youth Library

Youth Circulation Desk

One computer to access the catalog and an Internet computer for an adult with a child are located to the right of this cluster of four Internet computers for children with space for the two laptops for the homework center, and a shared printer. The tables have no wire management and

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wires dangle behind and under all the computers. There is really no other option as space is tight.

The fireplace in the Youth Library opens into the Library as well as the garden. If the Fire Department would allow it, the chimneys would need to be relined before they could be used again. Inside the building the fireplace is very drafty and lets in the elements. Outside tiles have started falling off and the concrete hearth is starting to crumble. To the left of the fireplace is a wooden glass door into the garden. At certain times of the year it is difficult to open and close.

The Youth Library was built at a time when children visiting the Library sat quietly at a table and there were few, if any, materials for preschoolers or toddlers. Audio, video, and DVD collections did not exist. Separate areas for toddlers and preschoolers do not exist. Tables and chairs are the same height, not of varying heights for the different ages of users. The materials are all crowded together in one open area. Shelving units are an eclectic mix and some are in very poor condition.

The space has an abundance of natural light with high ceilings and clerestory windows. The building was intended to be open only mornings and afternoons. Children visited the library accompanied by a parent and went home for dinner. The Library was not open after 5 p.m. so they relied on skylights. The abundance of natural light is wonderful on a sunny day but in the evening the lack of light is so noticeable that the building appears closed. Over the years additional lighting has been added but the problem persists. The entrance to the Youth Library has one four-inch fluorescent bulb which does not illuminate sufficiently. The clerestory windows have begun to leak causing major damage to the ceiling. The plaster ceiling looks terrible and occasionally pieces fall onto the carpet below.

Center of Youth Library showing ceiling damage

There is no basement under the Youth Library. A large portion of the floor is the Crab Orchard stone found elsewhere in the Library and the rest is carpeted. Heating was originally only through a radiant floor system under the stone. That heating system was so inadequate that supplemental overhead heating was added. This does not adequately heat the building. Although thermostatically controlled, the temperature in the room rarely reaches 68° in the winter. Air conditioning is separate from the Wallace Library and is thermostatically controlled with a timer. Although set at 70° in summer the temperature hovers near 67°. Two of the four walls are thermal paned glass adding to the heating and cooling problems.

The adjacent Garden Room was built as the Young Adult room but now serves as the story time room, gaming center, teen space, and general meeting room with a lovely view of the garden. The room is used by many community organizations and wooden chairs (some with upholstered seats) and tables are kept in full view as there is no storage for them. There is no sink or storage for craft supplies. The entrance to the room is only through an oversized sliding glass door that groups using the room usually leave at least partially open because it is noisy and difficult to move. Anyone passing by disturbs the meeting and the activity in the room is disruptive to the children's circulation desk. Two walls of this room are glass—one looks into the garden and the wall opposite overlooks the corridor leading to the children's bathrooms and the auditorium. The glass creates a bright space, but is a distraction for all meetings. Shades on the outside wall provide a barrier to outside light but the corridor light flows into the space creating a problem when showing a movie or a projected presentation.

There are no public bathrooms inside the Youth Library. There is one toilet for staff but it has had a constant battle with tree roots. At one point the DPW had to jack hammer the sewer line to fix the clog. The closest bathrooms to the Youth Library cannot be monitored by staff. They are outside the auditorium yet the fixtures are sized for youth. Although the tiles have been painted and LED lights installed the bathrooms are dark, have worn fixtures, have no floor drains or ventilation and are simply not safe for children to use independently due to their proximity to a public entrance. They are currently kept locked unless there is a program in the auditorium. Although the children quickly learn where to access the key at the Youth circulation desk they should not have to leave the Youth Library to use the bathrooms.

Boys and Girls Restrooms

Noise and Acoustics

Because the Wallace Library has an open design with no noise barriers, there is a lack of quiet space for study and reading. Those entering the building or borrowing books disturb those using computers and trying to study or read. The Crab Orchard stone floor is uneven causing a horrific noise when book carts or tables on wheels are moved through the area. Sound around the circulation desk in particular is amplified and carries into quieter spaces.

Circulation Desk

New Book Room-toilets in back

The two public toilets, accessed with a key, are located in the new book area and frequently create noise and odor problems. Flushing toilets and those waiting to use the toilets disturb readers nearby. The use of the keys is problematic for the staff and creates unnecessary tension.

Meeting Rooms

The auditorium seats 205 people in circa 1950 theater seats on a raked floor. The seats are small by today's standards and the room is infrequently used. The room is equipped with a 16mm projection room, circa 1950 theater lights, and an antiquated sound system.
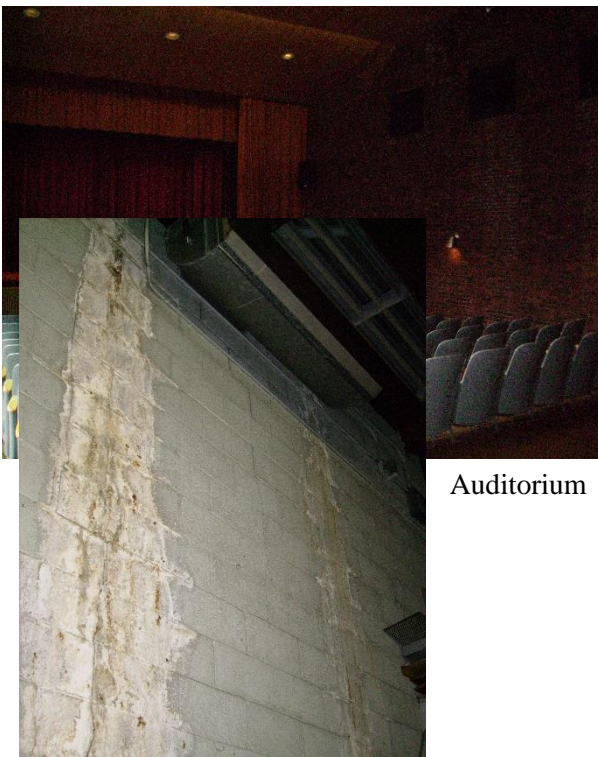
Auditorium

Lecture style events are not as popular as they were forty years ago. In the past the room was used for children's film series (pre-VHS and DVDs, digital televisions and computers) and for the Sunday Performing Arts Series which held about 9 concerts per year. Only small groups are able to perform because of the small stage. The stage is not handicapped accessible. Damage from roof leaks is quite noticeable. Leakage around the grills of the duct work has added a musty odor to the 205 Seat space.

Water Damage behind Stage

Air conditioning is nonexistent and the heating is nearly so. The radiant floor heating hardly brings the temperature in the room to fifty-fifty-five degrees. An old supplemental blower system behind the stage was retrofitted to bring heat but is no longer operational. The small baby grand piano stored behind the stage is subjected to large temperature swings.

Wireless Internet is available throughout the Library, including the auditorium, but there is no adequate place to set up a laptop or a projector with the stationary theater seats. A digital projector and a laptop can be set up on a wheeled cart at the front of the seats and projected on the back wall of the stage but the cables need to cross the floor in front of the stage and the equipment blocks the view from several of the seats.

Rosenbaum Ethnic Heritage Room located on the second floor of the Wallace Library was established in 1976 by Solomon Rosenbaum in honor of his wife. It seats a maximum of 15 around a conference table with room for space for 4 or 5 folding chairs around the edges of the room. There are no special audio-visual capabilities. Only three of the four HVAC units in the room are operational for heat and one for AC. Seating is not flexible so many groups prefer to meet in the Garden Room.

The Garden Room (see photo on page 21) is located in the Youth Library. Wooden tables and chairs and about 15 stackable chairs are available. There are no closets so storage of tables and chairs is out in the open. There is no storage for children's craft materials as this room is shared by many. Three sides of the room are glass so it feels like a fish bowl: one side borders the garden, one is a very heavy sliding glass door, and the third borders the hallway to the auditorium. The room is very distracting for meetings

and for speakers. There is a flat screen television available but no permanently installed audio-visual equipment or speakers. The room has intermittent radiant floor heat but no air conditioning and relies on a fan to blow air from the Youth Library into the room. Due to its flexible seating the Garden Room is the most popular location for meetings despite its drawbacks.

Collection Space

From 1967, when the Wallace Library opened, until 2005, it was a regional reference center. For quality collections and the best professional assistance, Fitchburg was the preferred Library in the area. As a result, the collection and its space allocation are geared heavily to reference and research. Space for fiction is restricted and some of the fiction is on shelving inaccessible to the public in the basement, requiring a staff member to retrieve requested items. Many magazines have issues going back decades and these are also kept in the closed stacks in the basement. The Fitchburg Public Library is no longer a regional reference center so the retention of various segments of the collection are being addressed.

Mezzanine Level - Nonfiction

In January, 2008, additional shelving was purchased to replace worn out and dangerous shelving units in the fiction room and new book area. Additional shelving was also

purchased for the DVDs and CDs. Shelving was added to the Young Adult Fiction area on the second floor. In 2013 the entire nonfiction collection was shifted to make room on the first floor for the VHS tapes, books on tape and audiobooks on CD, to move the Large Print Books out of the Fiction Room and create space for the growing collection of Spanish language materials.

The total approximate linear feet of shelving for the Wallace Library is as follows:

Linear Feet of Shelving—Wallace Library

	Main Floor	Mezzanine	Basement	Total Linear Feet
Fiction	2145		216	2,460
Young Adult		372		213
ESL		30		30
New Books	210			156
New Paperbacks	27			36
New Audiobooks	21			24
Non-Fiction	975	900	280	5,385
Reference	570		280	1,323
Audiobooks/CDs	492			492
DVDs	363			306
Magazines	135		864	192
Newspapers	69			51

Security

The building was built at a time when the crime rate was low and homeless were not as numerous. There are multiple places both inside and out where someone may gain access and be out of the view of a passerby. Non-secured areas include the cooling tower area, the stairwell leading to the boiler room, the stairs to the garage, and the place off the staff parking lot that gives access to the walled Wallace Garden. All of these areas have experienced trespassers: the homeless have entered the cooling tower area, tried the boiler room door at the bottom of the stairwell, been found sleeping in the garage area and have even entered the walled garden. Trash and human waste is found regularly at the bottom of the outside stairwells. The Library has been burglarized and entry through the garden was evident. The following pictures show the mentioned areas.

Basement Entrance next to Garage, Main Street

Boiler Room Entrance—Newton Place

Cooling Tower—Newton Place

Wallace Library Garden

The homeless are certainly not the only security concern. Unruly behavior, general vandalism, and theft of users' personal property have led to the installation of nine

security cameras. Four cameras were installed in 2007 monitoring and recording patron activity, an additional two cameras in early 2008, and three more in 2014 with plans to add three more in 2016. Cameras may act as a deterrent to illicit activity but they only record the activity after the damage has been done. It is important to improve sight lines and monitoring by staff.

Access to staff only areas is restricted only with a rope across the two staircases, one not visible to the staff—hardly adequate. The elevator is not capable of restricting access to the staff only basement level. Staff parking is not monitored by security cameras.

Theft detection for Library materials is antiquated. The gate alarms have been turned off because of frequent false alarms. The locations makes it difficult for staff to stop anyone. Security cases offer protection for the DVDs, and some CDs, in the Adult Library.

Health and Safety Concerns
The HVAC system is barely functioning. There are no thermostatic controls in the Wallace Library. Only one boiler of two is operational, and it requires leaving a minimum of 3,000 gallons of fuel in the in-ground tank. Only 65% of the fan coil units located throughout the adult Library provide heat and only 40% provide cooling with 1 working in the public space on the second floor. Parts are not available for these units. The replacement cost is $4,000 per unit and this does not address the piping into and out of the units, nor the boiler system itself.

The air conditioning system shares the same fan-coil units. This system must be physically changed over from air conditioning to heat and vice versa. Timing the changeover is difficult. Fires are not uncommon in the fan-coil units each spring and fall. The cause of the fires has been faulty motors or rotted wiring in the unit. Motors are not easily replaced as manufacturers no longer make the required parts. The air conditioning is hardly adequate with only one of four compressors operational. One compressor has already been dismantled for parts to fix the only operational one.

One obvious violation to current building code is the spacing of railings on the mezzanine and stairwells. The railings have a gap of 8½ inches, much greater than today's safety codes allow. Children hanging off railings, squeezing through railing, and throwing items through the railings are a frequent occurrences.

All stairwells are open and have cement steps.

There are no smoke detectors, fire doors, carbon monoxide detectors, or sprinklers. In December 2006 the

book drop (now closed), located on the main floor near the front entrance, was vandalized when someone put an incendiary device into it. The fire was quickly extinguished but smoke filled both floors of the Wallace Library and cleaning took ten days by a professional company. The insurance deductible was $10,000 and the total cost of the clean-up is unknown. Fire doors would have prevented the spread of smoke and smoke detectors would have served as an early alarm. A well ventilated, smoke and fire proof book drop room would have prevented the damage.

A large scale asbestos removal project was completed about two decades ago. Asbestos packing at pipe joints was not removed, nor was asbestos removed from pipes adjacent to the boilers. Here are two photos of asbestos insulation deteriorating around two pipes in the basement.

The two interior entrances to the auditorium each have two doors which must be unlocked with a key to both enter and exit the room. If one set of doors was opened for a program no one can leave by the other set of doors if they have not been unlocked. The fire exit in the rear of the auditorium is not ADA compliant and it is simply dangerous.

Fire Exit at Rear of Auditorium

Energy Efficiency

Both buildings are brick and glass and insulation is practically non-existent. Rooms located upstairs easily reach more than 80 degrees on bright sunny summer days and are very cold on cloudy days especially in the winter. The Youth Library is always cold due to the sheer lack of insulation.

There are no working thermostats in the Wallace Library. The same boiler heats both buildings, but with such poor insulation in the Youth Library, the temperature in the winter can reach over 80° in the Wallace Library while the Youth Library is barely breaking 60°. In the coldest winter months patrons ask why the windows are open in the Wallace Library while it is 60° in the Youth Library.

Air Conditioning Compressors

The air conditioning system has only one operational compressor out of four. Parts are no longer available for repairs.

Boiler #2

Only one boiler out of two is operational and a minimum of 3,000 gallons of oil is needed in the in-ground tank so the operational boiler will fire.

In the 1990s many of the lights were changed to low output, highly efficient bulbs. Many bulbs were also removed to save money. The building became even darker than usual, so much so, that in the evening the building appeared closed. Lighting in the Youth Library entrance is only through small fluorescent bulbs and one wall light. An LED fixture was added to the Adult Library vastly improving that area.

Accessibility

The buildings are not fully ADA compliant. The library is certainly more accessible than many, and great efforts have been made to increase its accessibility, but the fact remains that it is not fully compliant.

The front entrance opens on a motion sensor but the two doors are offset forcing someone to enter one door, make an abrupt right turn, then enter a second door. The entrance is difficult to navigate for someone in a wheelchair as well as those with vision or mental impairment. A larger lobby would make navigation easier. The Youth Library entrance is opened by physically pulling on the handle; it has no alternative for those with baby carriages or in need of assistance.

Main Street Entrance

Entrance to the Youth Library

Public Elevator

The elevator, built in the 1960s, has none of the controls or safety features required by law. The call button on each floor is too high, the floor buttons inside the elevator are also too high, and the size of the car itself is too small. There is no phone for emergencies nor is there a direct alarm to the fire department. It is not possible to restrict access to the basement where only the staff is permitted. The elevator is located directly behind the circulation desk making some patrons feel as though they need to ask permission to use the elevator. In fact, it is stated in original articles about the building that the staff and trustees truly welcomed the idea of an elevator, to "move the books from floor to floor". No one in the 1960s believed patrons of the library would need to use the elevator.

Shelving in the Wallace Library has aisles that are at least 36" wide. Shelving in the Youth Library does not. The Youth Library is very over crowded. Some shelving is so precarious that sections have been known to fall down completely unprovoked.

Neither circulation desk has a portion of it lower than the rest to allow for someone in a wheelchair access to circulation services.

The 54' ramp between the Youth Library and the Wallace Library is 42" wide except at the security gate where clearance is reduced to 36 inches. A 42" wide ramp may seem adequate but it is impossible for two people to pass each other comfortably and impossible for someone needing assistance to walk with his or her guide or companion comfortably.

54' Ramp

Circulation Desk
Because there are two entrances each library has its own circulation desk.

All interlibrary loans and deliveries are received at the front door of the Adult Library at the circulation desk. Deliveries from other libraries are received in covered bins, 8-13 bins per day. The number on a daily basis continues to increase. The sorting, scanning, and processing of the items requires more efficient space than is currently available. Space for the holds is at one end of the desk behind a short counter, making access awkward for both employees working the desk.

Daily Delivery

The main circulation desk is 21' long and is equipped with two computers. The problem lies in the inefficiency of the layout of the desk. The length of the area, with no shelving behind it, or usable shelving under it, makes the entire check-in/check-out process time consuming. There is only one telephone. Space for recently returned items is inadequate. Counter space for promotional materials is minimal. The desk is one height, not providing easy access for children or the disabled. Art prints loaned to the public are difficult to lift up and over the desk.

Main Circulation Desk

As with the building as a whole, heating and cooling in this area is a problem. Two fan-coil units are located inside the circulation desk blowing hot air on patrons as they check out materials. In summer, the single fan-coil unit behind the circulation desk is insufficient to cool the area. The drain in the unit is so deteriorated that the front is taken off and a hose connected from it to a bucket.

The book drop was closed December 2006 when an incendiary was deposited into it causing smoke to fill the entire building. Two external book and media drops were added in 2010, however, an inside safe return would be most welcome.

In the Youth Library circulation is from the service desk. The desk is 15 feet long, "U" shaped, and seems to function quite well. Both reference and circulation are handled by the person working at the desk. Smaller in size than the circulation desk in the Wallace Library its operation is more efficient. The desk was built in 1950 and was retrofitted for computers. The desk is old and worn and although not as high as the desk in the Wallace Library, it could benefit from a lower cut out section as very young children come to the desk.

Youth Circulation Desk

Cataloging Office and Technical Services

Cataloging is located in the basement, at ground level, with views of the foundation from the original H.M. Francis designed building and the lower end of the Wallace Garden on one side, and a view of the cooling tower on the other. The ceiling overhead is filled with pipes of varying dimensions and types, most of which have leaked at one time or another. Mechanicals for the air conditioning in the Youth Library are accessed in this office. Switches and valves for the heating system in the auditorium are also located here. These mechanical systems are hidden behind access panels and doors. Workmen, therefore, frequent the area and disrupt the employees. The switches and hubs for the computer system were recently installed on a rack but are unprotected from staff passing by or leaking overhead pipes. The Cataloging Office has a total approximate square footage of 1,440 feet, divided by walls, half glass walls, and a storage room.
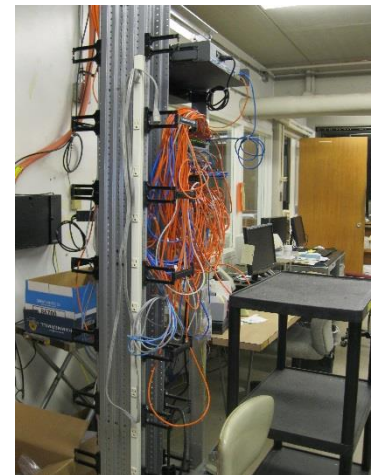
Cataloging Office

When the Wallace Library was built in the 1960s, the work of cataloging and technical service was very different. There were seven full-time employees and two part-time pages working here. Today the department has only 2.5 FTEs so less space for tech services is needed, however, because a city department moved into another office in the basement, the adult service staff is now sharing the tech services space. Fortunately scheduling needs at the public service desks means only two or three people are in this space at one time.

City Planning and Housing Departments, formerly Adult Services and the Circulation Office before that, and the regional Audio-Visual Office
Located in the basement this 693 sq. ft. room is at ground level. The windows have a view of the foundation from the original H.F. Francis designed building and the lower end of the Wallace Garden. The space can comfortably house four or five staff workstations. Shelving on the walls provided useful space for problems and supplies. Like all areas in the library, the room was not built with computer cabling in mind and wires and cables descend from the ceiling or are plugged into wall outlets with lengthy extension cords. The room is approximately 21' x 33'.

Circulation Office circa 2006

City Planning and Housing

Space outside this room is currently home to three city employees connected to Planning, Housing, and Economic Development. Rotting drain pipes leaked in this area forcing the abandonment of two hand sinks. Leaks from the overhead fan cooled units are not uncommon.

Staff Break Room
Located in the basement near the Cataloging Office is the Staff Break Room, measuring 21' x 21'. Windows give a view of the cooling tower. The room has ample cabinets (not all shown in this photo), full-sized refrigerator, small metal hand sink, electric stove and

oven (circa 1960 and not operable), microwave oven. The room is quite large, with space enough for a few full size tables, chairs, and a sofa. Except for outdated sink/oven/ cabinets unit, the room functions well but is simply not warm or inviting.

Staff Break Room

Literacy Volunteers

Literacy Volunteers (LitVol) of the Montachusett Area's office space is on the mezzanine. LitVol trains volunteer tutors for any adult who wants to help others learn English, provides conversation groups for new speakers of English, and holds 10-week citizenship classes twice a year.

LitVol uses the Library meeting rooms for tutor training and the conversation circles. What is desperately lacking is private tutoring space for ESOL students and for tutors of

school-aged children. This is especially important due to the sensitive nature of their work and the need to protect the privacy of the student. Some students are quite private about their need to learn English or basic skills in other subjects. Although after construction the Library will not have a LitVol office, tutors and trainers will continue to need space for private instruction. Like all other parts of the building, heat and air conditioning in this office are nearly nonexistent.

Entrance to LitVol near Elevator

Director's Office

Located on the mezzanine across from the LitVol office, the Director's office consists of two 15'x15' rooms with an additional storage room with a sink, small refrigerator and storage cabinets. The coat closets are in the hallway. Both the director's office and the

administrative assistant's office open into the hallway. In the Director's office there is space for a desk, printer, file cabinet, two low bookcases, and a small table and four chairs. Like all other sections of the building it is plagued by HVAC problems, which are further increased by intense afternoon sunlight warming the area. Temperatures easily reach over 80° in the summer and with no thermostats, winter can be extremely hot or cold.

While the director's office is of adequate size, the administrative assistant's office has a desk and a computer table with a printer, and two banks of four file cabinets. There is no office copier, only the all-in-one printer next to Director's desk. The copier used by the staff is located in the basement.

Maintenance Office
The Custodian has a small office in the basement, under heating and cooling pipes, with no supplemental ventilation, and no window. It has limited storage capabilities for cleaning and maintenance supplies. There are no cabinets or storage for tools. Large boxes of paper products for the rest rooms are stored in the open basement.

Massachusetts Trial Court Library (formerly Adult Services Office)
Located on the mezzanine at the opposite end of the building from the Director's Office, the Law Library consists of two rooms totaling approximately 1,065 square feet. There are built-in shelves on three walls. The room is adjacent to the Local History Room.

Willis Room
The local history room is over-crowded and, like the other spaces, is plagued by HVAC problems. Some preservation work has been done, such as covering the wooden shelves, adding vent holes to the glass enclosed shelving and having a UV filter placed on the windows, but the room is not climate controlled which puts the collection at risk. This space houses the Acadian Cultural Society's materials which are now a permanent part of our collection. Genealogists, historians, and students studying Fitchburg's history use this room. When the genealogy volunteers are helping patrons, one table with four chairs is not enough. There is an Internet computer but no printer or copier putting collections at risk. The shelving around the walls is broken up by the HVAC units, window, the door and the glass-fronted cabinets making it difficult to keep the materials in Dewey order. Shelving is not flexible, or deep, enough, to properly store the books. Although users of the room need to sign in with the circulation desk staff, the room is remote and not easily monitored leaving this unique collection vulnerable.

Limitations on Current Services

Collection Space

There is undeniably a need for more collection space in the Youth Library. Youth Services and collections have dramatically changed in sixty years and this area does not address those changes.

The Wallace Library has undergone a dramatic shift in purpose and audience. The library is no longer the reference center for central Massachusetts and the demand for reference service is not what it was thirty years ago. The collection and space are heavily geared toward research. Small changes have been made to address this problem in recent years but the size of the non-fiction collection is still double the fiction collection and many fiction titles are shelved in the basement with no access for the public.

Computer Space

The library's computers are so few in number that they are reserved nearly every minute of every day. The lack of computers means a patron may have to wait hours for a computer and they frequently leave. Hardware updates are inadequate and infrequent. Computers are frequently down or unable to print.

The location of the computers is also poor. They need to be near the librarians to troubleshoot and offer assistance but in this building that locates them very close to the main entrance and directly under the clerestory. On bright sunshine-filled days it is difficult to see the computer screens. Their location also makes it appear that computers are the primary function of the library, not the tool they are supposed to be.

Restrooms

The restrooms in the Wallace Library were relocated a few years ago because they were not visible to the staff and drug dealing, etc. was prevalent. The unisex restrooms were redesigned to open directly into the new book area and each has only one toilet and one sink. Odors, noise from hand dryers, people waiting for one of the only two restrooms, all contribute to make the area an unpleasant one in which to spend any time. The restrooms are now in direct sight of the main entrance. If the doors are not closed to the restrooms, the view of the restrooms as one enters the building is not a pleasant sight.

There are no public restrooms in the Youth Library. The closest public restrooms to the Youth Library are outside the auditorium and cannot be monitored by staff. The doors are kept locked and a key kept in the Youth Library but one of the door frames has been vandalized so many times the door cannot be locked and the public entering from Newton Place has direct access to these restrooms. The restrooms outside the auditorium are poorly illuminated, not ventilated, have no usable floor drains, have fixtures sized for children, and truthfully should simply be permanently closed.

The lack of suitable rest rooms impacts the use of the facility in that people will decide not to visit our facility if they are disgusted by inadequate, smelly, non-secured, rest rooms.

Lounge Space
Lounge Space is a difficult issue. Although we want those using the library appropriately to stay and spend time here, we need to discourage all day loitering. Soft seating is limited for this reason.

Group Study Rooms
There are no group study rooms. Noise in the afternoon is at times simply unbearable. Located within walking distance of the junior high school makes the library an easy hang out. Groups really wanting to study in the late afternoon find it difficult if not impossible.

Young Adult Space
In 2007 the young adult books were relocated to the mezzanine in the attempt to provide a browsable collection for teens. The area cannot be monitored, except by security cameras, so lounge seating is not provided. Energetic teens after school can be very difficult to manage. A dedicated, staffed, area would provide a positive alternative and possibly encourage the use of the library in a positive way.

Children's Programs and Activities Spaces
The only program space for weekly activities doubles as a regular meeting room so permanent displays of children's artwork, etc. is not appropriate. Cabinets are not usable for craft supplies. There is only one electrical outlet.

Constraints on Institutional Goals and Objectives

Long Range Plan Identifies Needs
The 2013-2017 Long Range Plan identified the following top priority needs:
- Funding
- Building Space
- Building infrastructure
- Public perception
- Outreach Services

Comments from the public in the 2004 long range plan included comments such as your youth library "is in deplorable condition and an embarrassment to all persons and the City of Fitchburg." "Fix the leaks! I was once proud of my library. Now it looks and smells terrible. I wish there were better bathrooms for the kids." These still need to be addressed.

The priorities underscore the library's need for a building that is operating efficiently, is safe and comfortable, and provides space for people to gather in different sized groups, in appropriate places, and for a variety of programs and services. Space for collections appropriate to the current and future needs of library users, and space for meetings and group study are all basic needs for the Fitchburg Public Library.

Related Factors

Beginning in January 2016 a new mayor will take office in the City of Fitchburg. For the past decade the city has operated under extremely tight financial constraints. The Department of Revenue has had input in the budget process. The new mayor will be seeking to develop long range financial and capital plans that will include municipal buildings and public schools. The City of Fitchburg is in the process of reinventing itself and the library plans to be a major player in its redevelopment.

Part 2: Building

Chapter 1: Mission, Roles, Evaluation Objectives

This chapter includes population projections, library mission statement, and a general description of the physical facility.

The City of Fitchburg
The official US Census population for the year 2005 was 40,045. By the year 2010 the population grew to 40,318 (Executive Office of Labor and Workforce Development). The Montachusett Regional Planning Commission projects a slight increase in the population until 2035 when it is projected to be 43,480.

The population in Fitchburg is not well educated. 83.1% of residents over the age of 25 have completed high school or higher and 20.1% have completed a bachelor's degree or higher. Both of these figures are below the Massachusetts averages and the US averages. 5.9% are unemployed and 20.6% are below the poverty line. Both of these figures are above US averages and are among the highest in the Commonwealth. As compared with neighboring towns, Fitchburg has the greatest population density, the lowest percentage completing high school, the lowest percentage obtaining a college degree, the lowest median income, the highest percentage of unemployed and the greatest percentage above the poverty line. The most prevalent race is White but 21.6% of the population is Hispanic/Latino, 5.1% is Black, and 3.6% is Asian.

Library circulation is best compared to libraries located in towns with similar populations and EQV (Equalized Valuations from the Massachusetts Department of Revenue). In all categories of circulation (print, audio, video, and total activity) the only libraries falling below Fitchburg are Chelsea and Holyoke. Yet compared to the same group of libraries, the number of interlibrary loans provided to other libraries was the third highest. See Part 1, Chapter 5 of this report for further discussion and details.

The Library Mission
 The mission of the Fitchburg Public Library is to provide materials and exceptional service to all people in their quest for information, recreation, research, and life-long learning.

Library Circulation and Population

	1970	1980	1990	2000	2005	2010	2015
Circulation	336,741	190,865	164,506	109,753	132,512	117,198	138,313
Population	43,021	39,070	41,194	39,102	40,045	40,318	40,748*

In 2010 we were only open 25 hours.

The population of Fitchburg peaked in 1970 and has hovered near 40,000 since then. Circulation figures over the last few years are difficult to compare because of the

decreased hours and funding for several years. In 2007, circulation was 176,492, which was due to the relocation of popular media to the main floor, instead of restricted areas. The latest circulation figure also includes e-books and downloadable audio and video which have no physical impact at the circulation desk but often require assistance by the reference and technical services staff. It is difficult to envision physical circulation rising above 200,000 without dramatic changes in the demographics of the city.

Building Evaluation (Based on comments and observations):

The library consists of two buildings, the 36,000 square foot Wallace Library built in 1967 and the 9,000 square foot Youth Library (which includes the auditorium and the garden) built in 1950. There are two entrances—one for each building. The buildings are connected by an inside ramp, barely wide enough for two people to walk side-by-side. The buildings share a heating system, but have separate air conditioning systems. Connected to the Youth Library by a wide hallway is the 205-seat auditorium with a proscenium stage. The entrance to the auditorium is only from inside the library. There is no after-hours access.

Fitchburg has dramatically changed since the library was built. Most notably is the change in demographics, the increase in homelessness, an increase in drug use and crime. Security is a major concern, both for the public and the staff. Emergency calls for police assistance occur frequently.

A few 2-hour parking spaces reserved for library patrons are available across the street from the entrance to the Youth Library. Metered parking is available on the adjoining streets. There are some free parking spaces across the street behind the building but it is a dangerous road to cross. Staff parking is located behind the library and is adequate for current staffing levels.

As you enter the Wallace Library there is a large open stairway leading to the mezzanine. A duplicate stairway is at the other end of the main floor. The open stairways leading to the staff-only basement are simply roped off. The elevator is located behind the circulation desk, providing access to all levels of the library including the restricted basement. The open concrete stairs are especially dangerous for small children. The gap between railings is 8.5" and not acceptable by today's building codes. The banister is square and cannot be grasped tightly by most people.

The circulation desk in the Wallace Library has two computer stations and ample room for the public, however, the desk area has no useful shelving for returned items or items waiting to be picked up. The existing shelving is too low and is generally inaccessible for the staff. Behind the desk there is a small room with a few shelves, a short counter, a sink and two circuit breaker boxes. There is no workroom for the circulation staff.

The entrance floor is Crab Orchard stone. Weathered and uneven, it is functional but very noisy for book carts, vibrates off any loose item on the carts, and looks dirty because it has lost any finish it once had. The function of the circulation desk can be noisy at

times and sound carries over the stone floor into adjacent reading and reference areas. Incoming calls are answered at the circulation desk and this contributes to the noise level.

For many years the library was a regional reference center. The reference collection is large, 570 linear feet of books. All of the reference staff are professionally trained librarians. They are proud of their training, committed to service, and have nearly 100 years of combined experience. A large portion of the main floor has been dedicated to reference. Nearly coinciding with the time the library was a regional reference center, the library also housed the regional audio-visual collection. Thousands of videos and recorded books were housed in the basement. New shelving in 2007 made room for the DVD collection to move to the main floor. Weeding projects and shifting collections made room for the VHS and audiobook collections.

Two of the public restrooms are located on the main floor, directly in line with the main entrance. Each room is equipped with one toilet and one sink and one has a baby-changing table. These restrooms were built in 1995 to be more visible to the staff, handicapped accessible, and to have floor drains. The remaining two public restrooms are located near the auditorium and service the children's library. These were not remodeled for accessibility nor were floor drains or ventilation ever installed. The fixtures are old and scratched. All four of the public restrooms require a key for use under normal circumstances. During auditorium programs the children's bathroom are left unlocked.

The public restrooms are a primary security concern. Security of patrons using the facility and maintaining the cleanliness of the facility, are most important. These issues are complicated by the large population of drug users and homeless who use the library restrooms. These restrooms are the most convenient public facilities in the area and are used throughout the day by people who have no other business in the library. They are used for illegal drug use and bathing. They require constant monitoring by the staff to try to alleviate these problems.

Lighting throughout the building is inadequate. Outdated fixtures and low wattage bulbs add to a dim environment. Above the mezzanine is a clerestory which admits wonderful light during daytime hours, however the light is detrimental to viewing the public computers in the space below. During the evening, or on cloudy days, the entire central portion of the main floor is dimly lit. At the east end of the clerestory is the beautiful, five-foot diameter, Venetian and antique, stained glass City seal that was originally installed above the front door of the 1885 building.

Roof problems have plagued the library for decades. Repairs have been made but leaks continue. Major roof repairs over the Youth Library and the Auditorium were finished in FY '06. Water damage resulting from the delay in replacing the Youth Library's roof has not thoroughly been addressed. In 2014 leaks from the clerestory windows in the Youth Library began to leak causing new damage to the ceiling below. The membrane and insulation on the roof over the Wallace Library was replaced in 2014. The clerestory windows need to be re-caulked and replaced frequently.

The library has also been plagued with endless HVAC problems. Major repairs made over the last decades have not solved temperature control issues, inadequate air conditioning in the Wallace Library, and inoperable thermostats. Only a handful of the more than one hundred fan-coil units in the Wallace Library are fully functioning. Oil burners were replaced in the early 1990s and the oil tank was relined in 1995. The two boilers are original to the building with only one of the two being operational. A survey of the fan-coil heating and air conditioning units was completed in the fall of 2006 and showed that nearly all of the 100+ units need a new motor, valve, and thermostat. Even if all 100+ units were repaired and made operational, the piping connecting the units is disintegrating. Some units cannot be repaired or replaced due to piping issues.

The 9,000 square foot Youth Library, including the auditorium and garden, was built in 1950 and there have been no additions or renovations. The library itself is approximately 3,000 square feet. Designated areas for toddlers and preschoolers, and school-age children do not exist. Computer facilities for children doing homework are nearly non-existent. Middle school children have no space of their own. Children are frustrated by overcrowded conditions with no place for quiet study. One small sofa is near a play area, too small for more than a few children to gather. The story-time room doubles as a meeting room and borders the garden. The room is open to the hallway so noise interferes with all programs. The room has no facilities for crafts, no clean-up area, and no adequate storage for craft supplies. The room is flooded with light during the daytime as there is a huge skylight and walls of glass; however, in the evening the room is very dark.

Teen fiction books are in an open area on the mezzanine level in the Adult Library so that collection is browsable, but, without supervision, lounge seating, computers and other equipment cannot be installed. Teenagers need comfortable seating, Internet access, quiet study areas, group study areas, new recreational materials, and a supervised place to call their own.

There is a severe lack of group study and meeting space. The Ethnic Heritage Room seats 15 and the Garden Room which doubles as the Story-Time Room seats 50 with moveable chairs and tables, or 70+ children sitting on the carpeted floor. The auditorium has a proscenium stage, theater lighting, and seats 205 in raked theater seating. There are no small group study rooms. All three rooms are frequently used simultaneously. Small groups gather at tables throughout the library where they are able to be overheard are not able to converse in normal voices, and disturb those who want a quiet space.

Technical Services and Cataloging have ample office space but it is not arranged to be efficient. The area also houses the controls for the heating and air conditioning system for the Youth Library as well as the auditorium. Workmen in the area are quite common and disturb the staff. The switches and the hubs for the library's computer system are on a rack in one room and are not protected from being easily disturbed by someone passing by. After being displaced by some city offices, the adult services staff moved into what

was ample space. Their desks have made the space overcrowded and lacking in adequate space for each librarian.

The overall style of the building was appropriate for the 1960s, when the Wallace Library was built. It was a time when parents accompanied children to the library and the library was used in a very different way than it is today. Patrons sat quietly and read while today they are meeting with others, forming small study groups and generally creating a quiet buzz. The Youth Library is so small, the lighting so poor, and the general dinginess of the space is such that it is simply not an inviting space. The lack of appropriate and usable space for computers in each building has severely impacted our ability to serve the informational needs of the public. Security for staff and patrons is severely hampered by the building design.

How the Fitchburg Public Library Compares with a Good Library Design

To serve all patrons of the Fitchburg Public Library the building must accommodate a wide range of services and fill a wide range of community needs.

Entrance and Parking
        A reasonable number of parking spaces should be available for library patrons and staff. The entrance should be well illuminated at night. The building should be easily identified as a public library. The main doors should not be a hindrance for the mentally or physically disabled. The lobby should not amplify every sound and should serve as a quieting zone. Patrons should be able to enter the building and be greeted by a staff member without disturbing all readers in the areas adjacent to the lobby.

        At Fitchburg, there are only 8 public parking spaces located across a side street. All other parking in close proximity is metered on the street. The staff parking lot is not well illuminated and is not under video surveillance. Both entrances are so poorly illuminated that the building looks closed. The lobby is very noisy with an uneven, stone floor. Conversations at the circulation and information desks disturb computer users and those in nearby areas. The doors into the main entrance are offset and are confusing to many patrons. The doors also make it nearly impossible to bring large items into the building. There is no loading dock or delivery area so all packages and deliveries come to the main circulation desk.

Restrooms
        Easily accessible, safe and secure, public restrooms should be "airport" style so that no key needs to be requested and returned. Restrooms should be modern in every way with automatic toilets, sinks, hand dryers and ample ventilation. Both men's and women's should be equipped with diaper changing tables. They should have functional floor drains for ease of cleaning walls and floors and be near a locked custodial closet. They should be somewhat removed from quiet areas, but visible. Restrooms for children and families should be available in the Youth Library and near the meeting rooms.

At Fitchburg, the adult restrooms are in direct line of sight upon entering the building and are located in the new book room. The restrooms are unisex with one toilet and sink in each one. Lines form in the new book room. Smells permeate the new book room. There is a changing table in one of the restrooms. That room is limited to someone with a small child because the changing table was being used for the intake of illegal drugs.

The restrooms located outside the auditorium are intended for boys and girls. They are out of sight of staff and children have to leave the youth library to use them. Although recently painted with new lighting fixtures they are dingy and have no ventilation or floor drains. Adults attending concerts in the auditorium either use these restrooms or have to use the ones in the other building.

Heating, Air Conditioning and Ventilation and Mechanical Systems
Zoned HVAC throughout the building with a fresh air supply would allow for cooler temperatures in the local history room and thermostatically regulated temperatures throughout the building. Windows should open and have screens. Ground water on site is a serious concern so ground water should be channeled directly to sewers.

At Fitchburg, the HVAC system is barely functioning. Only 20% the 100+ fan-coil units throughout the building are operational. Only 1 of the 2 boilers operates and it needs a minimum of 3,000 gallons of oil to fire. Only 1 compressor out of 4 in the air conditioning system works. There are no functioning thermostats in the Wallace Library. The heating system in the Youth Library and the auditorium are barely functioning. In the winter, the temperature in the Youth Library barely reaches tolerable levels so the furnace runs even though the temperature in the Wallace Library may be approaching 80º. It is not uncommon to open windows even though the temperature outside is below freezing.

The building is built over an underground stream. All ground and drainage water is channeled into a pit in the boiler room. Two new sump pumps, installed in 2015, continuously pump the water up and out of the building into the sewer system. The pumps run 24/7 and therefore wear out frequently. The minerals in the water in the pit corrode the submerged parts of the pump. The piping up and out of the building is in need of replacement. Water frequently collects in the elevator pit causing problems with the elevator.

Elevator
A reliable, ADA compliant elevator should be centrally located for patron and staff use. Access to staff only floors should be programmable.

At Fitchburg, the elevator routinely fails inspection. In the last decade it underwent a costly hydraulic upgrade and now requires a sump pump to remove water in the pit. The elevator is located behind the circulation desk and difficult for a person using a wheelchair to navigate. This position also makes patrons believe they need to ask permission to use it. It is not ADA compliant not does it fit public safety requirements.

Access to various floors cannot be controlled so patrons frequently end up lost in the basement.

Cell Phone Zone

Instead of patrons being told to leave the building to make a cell phone call an area should be provided where patrons can sit, use their phone, use their lap top, or give their child Cheerios. Although the library would not be providing beverages, offering a place to sit and enjoy these things inside the building is a much better alternative than asking people to leave. The area should be located in the lobby, near circulation, so conversations do not disturb others who are trying to study.

At Fitchburg, there is no place for someone to wait for a ride or a cab or hold cell phone conversation.

Landscaping and Gardens

An enclosed garden is a welcome respite from the noise of city life. A simple enclosed garden can provide rest and relaxation and a safe haven. An enclosed garden still needs access for heavy equipment. It can display public art and provide the opportunity for named memorials.

At Fitchburg, there are two distinct gardens, both without direct, ramped access to a parking area so there is no way to bring in heavy equipment or even a wheelbarrow full of mulch. The Youth Garden has a nonworking fountain. Neither garden has connections for hoses or electric outlets for equipment. In both gardens are several memorial plantings and benches as well as works of art. The granite wall in the lower portion of the adult garden is a corner of the 1885 H.M. Francis building. The "Light Tower" sculpture in the adult garden was commissioned from Michio Ihara, one of New England's great Modernist sculptors. The sculpture needs some preservation work.

Book Drop

Located at the public entrance(s) the 24/7 book drop would provide patrons the convenience of quick returns but is safe for the building because it is fire and smoke proof. It is well illuminated so the staff member emptying it can watch for dangerous items. It is convenient for pedestrians as well as drive-up returns.

At Fitchburg, the only book drop was located at the entrance on Main Street and emptied directly into the building. Over the years items such as canned cat food, hypodermic needles, a live cat, and rubbish have been left in the drop. In December 2006 an incendiary was put into the drop and the entire building filled with smoke. The clean-up took two weeks and was very costly. The book drop was permanently closed due to vandalism. Three years later two used outside drops, one for books and one for media, were installed near the front entrance.

Circulation Desk

The circulation desk should accommodate all users, young, old, and disabled. One section should be no higher than 30 inches. The desk should be designed with

efficiency in mind. The desk should be of a reasonable length, accommodating three computer stations. Shelving for reserved items as well as recent returns should be accessible to all staff working at the desk. Self-check-out units should be in close proximity to aid in staff assistance. Shelving for items on hold should be easily accessed by staff.

At Fitchburg, the 21' long circulation desk is not designed to accommodate all users. The desk is 40" high. The desk is bolted into the floor and has a fan-coil unit inside of it directly blowing on patrons while they check out materials. The desk is not efficient with returns only at one end and all items waiting for pick up at the other. It is so long that it appears as a formidable fortress. There is no place to put self-service checkout stations convenient for staff assistance if needed.

Current Books

Well illuminated, welcoming and flexible in design, the new book area should invite readers to browse and linger over a new book. A small stand up catalog station should be available for quick searches and to place holds. Shelving should be adaptable to new configurations.

At Fitchburg, the new books are located in front of the public restrooms and are subject to various odors and noises. There is no convenient computer catalog station. The area has been reconfigured several times in the last 8 years.   It has lovely views of the Wallace Garden. The water fountain is located here as well.

Computers and WiFi

A sufficient number of computers should be available to the public in both the Wallace Library and the Youth Library. There should be a computer classroom with equipment for computer instruction. The room should be located away from the main entrance but in proximity to the reference desk and/or office for ease of monitoring and offering assistance. High speed WiFi should be available throughout the building and in all meeting rooms. WiFi users need nearby electric outlets so as not to drain their batteries. Electrical outlets should be available throughout the building including in all study carrels. A charging station or two should be easily accessed for patrons to charge their devices.

At Fitchburg, there are too few public computers and patrons do not want to wait hours to use a computer. Computers are located in the middle of the main floor and only half are easily monitored. Located directly under the clerestory it is often difficult to see the screens on bright sunlit days. Currently WiFi is available throughout the building but locating a table near an outlet is a challenge. A computer room for public use and library computer classes would make monitoring the computers much easier.

Group Study Rooms

Besides meeting rooms, the library should have an adequate number of rooms seating a maximum of four people. The rooms should be kept locked when not reserved and have ample glass for security. WiFi should be available throughout the building so

the rooms do not need computer equipment, only electrified tables. The rooms should be located throughout the building.

At Fitchburg, there are no group study rooms.

Collection Space
Collections should be shelved sequentially with both large sized and regular sized books shelved together. Space should be appropriately assigned for fiction, non-fiction, and media.

At Fitchburg, oversized books are shelved at the end of each major Dewey category to maximize shelving but making it difficult for a patron to browse a subject. Allowance for non-fiction oversized books needs to be made in close proximity to the regular sized books to aid in browsing. The configuration of the fiction room creates limitations on the expansion of that collection. The DVD collection is not shelved on size appropriate shelving. The CDs are on awkward shelves that are difficult to access by many users. The large print collection has recently been moved to the stacks but it is growing as the population ages and flexible space with low shelving needs to be created for these books. Audiobook use continues to grow and additional space is needed for the collection.

Youth Library
The Youth Library should have space for toddlers, preschoolers and school-age children through grade 6. Collections should be located near seating appropriate for the age and height of the age group. Play space is defined. Comfortable seating for a parent and child sharing a story should complement traditional tables and chairs for children doing homework. Street walls should be solid, not glass, for security and to prevent vandalism. The story time room should be sole purpose and not shared, and should be flexible in design accommodating various age groups and craft programs. Storage for tables and chairs (child height), sink, and cabinets for supplies, should be plentiful. The design, color, style of the Youth Library should be youthful, playful, and energetic. Connection to a garden is desired.

At Fitchburg, the space was, designed for a collection about half its size. There are no separate areas for toddlers, preschoolers, and school-aged children. Tables are all adult height and not youthful or inviting in appearance. The play area is in the middle of the room, making play the focal point. Computers are clustered in one area due to the lack of outlets and are too few in number.

Two walls of the Youth Library are glass. In this age of sex offenders and drive-by shootings, glass should not be used on the street side. In the past year two windows have been intentionally broken by a large rock and a bb gun. The opposite glass wall was designed to be opened to the garden when possible and to otherwise provide a pleasant view of the Youth Garden. This can be accomplished with screened windows that open and a door opening into a walled garden.

The Garden Room serves as a story time room as well as a public meeting space and hence has no decoration appealing to children. The room has no sink and inadequate storage. Three sides of the Garden Room are glass giving the feeling of being in a fish bowl. Both children and adults are easily distracted by activity outside the room. There is no storage for tables and chairs in the Garden Room so the tables are wheeled into a corner and chairs are pushed to the sides of the room. The light from the windows interferes with projections and programs displayed on the flat screen television mounted on the brick wall. The windows also allow passersby a view of whatever is on the screen which prohibits the showing of some movies intended for specific audiences.

Reference

Reference materials should be located near tables and chairs appropriate for study. Users of the reference collection need to be close enough to the librarians to be easily helped yet have the choice of working independently.

At Fitchburg, all tables and chairs are distant from librarians and oversight is impossible.

Meeting Rooms

Besides group study rooms, at least three meeting rooms should accommodate groups of between 5 and 100 people. Built-in projection screens, wall-mounted projectors, ample outlets, appropriate lighting and thermostatically controlled HVAC should be standard. The larger meeting rooms should have kitchen facilities and be near rest rooms. While all meeting rooms do not need an outside entrance, at least the largest room should be located so that a security screen can restrict access to the rest of the building after hours.

At Fitchburg, the auditorium seats 200 people in theater seats and is not used as often as a meeting room with flexible seating would be. There is more demand for group meeting space where people can configure the chairs to accommodate their needs.

None of the meeting rooms has built-in projection screens or enough electrical outlets. There are only two outlets in both the Rosenbaum Ethnic Heritage Room and the Garden Room.

Basement Shelving

Reference items that are rarely used, but necessary, will be shelved in the basement. Compact shelving is a consideration.

At Fitchburg, many books, reference materials, and old magazines are shelved in the basement. Adequate shelving exists but it uses a lot of floor space.

Security

Security for the building, staff, collections, and patrons is of great importance. Security cameras should be prevalent. Staff will have programmable key cards granting

them access to restricted areas on an individual basis. A new materials theft detection system utilizing RFID will be installed.

Smoke detectors, fire doors, and a sprinkler system will be installed as recommended for a good library design.

At Fitchburg, there are no smoke detectors, fire doors, sprinkler system or adequately functioning materials theft detection system. The smoke from the book drop fire quickly permeated two floors of the main building. The outside of the building has many areas which are impossible to secure: cooling tower area, garage, outside staircases to basement, garden, and staff parking. Nine security cameras have been installed but many more are needed.

The materials theft detection system is antiquated and frequently buzzes when no one even walks through the gate. It does not handle items from other libraries so the gates buzz far too frequently.

Maintenance, Janitorial, and Garage
Janitorial closets with slop sinks should be located on every level. Each janitorial closet should be equipped with shelving for supplies. A large storage room for supplies and equipment should be located near the maintenance office. The maintenance office should be bright, have a desk and two chairs, and ample storage. There is good storage for lawn equipment, shovels, snow blowers, power cords, etc. Trash is brought directly outside via a utility ramp. The dumpster is located near the building.

At Fitchburg, there are two janitorial closets—one in the boiler room and one on the second floor. There is none on the first floor or in the youth library or near the auditorium. Time is wasted walking from place to place to pick up or change supplies. There is no ramp into the basement or boiler room so recycling must be brought up in the elevator behind the circulation desk and dragged past the circulation desk and new book area, rattling over the stone floor. The dumpster for the library is located across the street past the Youth Library, at the end of the municipal parking area. The garage is used to store the snow blower, shovels, and a few garden tools as well as used for an annual book sale by the Friends of the Library.

Staff Break Room
Large enough for tables and chairs for a maximum of 15 should provide more than adequate space. A full size refrigerator, microwave oven, and a large single basin sink should be included, as well as many cabinets as possible for storage of paper products, serving trays, etc. The floor should be tiled and definitely not carpeted. There should be space for a sofa.

At Fitchburg, the kitchen is equipped with an all-in-one metal cabinet with a sink, an electric 4-burner stove and oven, a small non-working refrigerator and 4 overhead cabinets. The room has a full-sized refrigerator, two round tables and a long banquet table with chairs, a rocking chair, a couple of other chairs and a long sofa. The room is

large with many mismatched cabinets for storage. The sink is too small for cleaning anything larger than a dinner plate. The floor is carpeted. The room has no color or welcoming, restful design features.

Administrative Offices

Located away from reference and circulation, the administrative offices are well equipped and large enough for a reception area adjoining the director's office. The reception area has room for two staff members to work at separate desks and each has a computer. The computers are networked to one office copy machine/printer. There is adequate storage for files. There is a supply room with a small refrigerator and hand sink. The director's office has two doors, one into the reception area and one into the hallway. All doors should have a glass panel with a window shade.

At Fitchburg, the reception area and the director's office are connected by a solid wood door. The doors into the reception area and the director's office are also solid wood and have to be kept open when someone is in the office. Both office doors open onto a hallway along the mezzanine. This is very bad for privacy as sounds travel directly downstairs into the fiction room. The copier is located in the basement.

Young Adult Area

The Young Adult Area is youthful, bright, and vibrant. Teen books, magazines, and materials are shelved here in an attractive and stylish manner. The area is separated from the general collection and has a desk for a teen librarian to be on hand when necessary. The room is soundproofed so when they are noisy the teens don't disturb all the library users. The room is equipped with four computers and a printer, as well as other electronic equipment including a television and DVD player and a music listening station. The space is inviting to teens and they feel welcome to spend time there.

At Fitchburg, teen fiction, new books and graphic novels are on the mezzanine but the area has no direct staff supervision. The area has a bench for seating and three computer desks. Teens are not encouraged to linger because any sound travels down to the first floor. There are no computers, listening or viewing stations, or comfortable seating for the teens.

Local History/Willis Room

The local history collection is unique to every library and should showcase the local treasures. The collection should be easily navigated. The assistance of a librarian should not be too far away. The room should have good heating and air conditioning and be climate controlled for archival collections. The windows should have UV filtering. The room should be equipped with a microfilm reader/printer, a scanner, a copy machine, and two computers for accessing the Internet and for word processing. Some book shelves are glass fronted and locked. A secure space for fragile materials should be in proximity.

At Fitchburg, the Willis Room is severely crowded. There is one computer, one old microfilm machine and no copier or scanner. The collection is arranged to take

advantage of all usable space creating difficulty in finding materials. The glass front book shelves are too shallow for the books in them so those materials are not easily seen. The Acadian Society donated their materials which are primarily on two stand-alone bookshelves in the center of the room. They need to be better arranged. The room needs more space so collections can be better organized and navigated by patrons. Librarians are at the other end of the building on a different floor. There needs to be a desk for a staff member to be present in the room when it is open for the public.

Library Improvement Objectives

The following objectives need to be met to fulfill our mission:

- Heating and air conditioning for the comfort of the public and staff and preservation of the collections;
- Eliminating wasted space with a more efficient design;
- Expand dedicated parking;
- Improve computer network access;
- Electrified study carrels and tables and chairs for laptop and Wi-Fi users;
- Improve building infrastructure to comply with current ADA and building codes and to control operational costs;
- Improve lighting so building appears open and welcoming;
- Incorporate green building concepts, practices and technologies into the design;
- Increase the space for the fiction collection so there is room for the different genres to have their own space and the general fiction can be shelved with room for growth;
- A single unified adult book stack sequence so materials are easier to locate;
- Acoustical separation for quiet study, cell phone use, and meetings;
- Small private group study rooms visible for staff monitoring;
- Ample computers in a classroom setting that is easily monitored;
- Greatly enlarged Youth Library with separate space for toddlers, preschoolers and school-age children;
- A dedicated children's story/craft area with storage;
- A book drop for pedestrian and driving customer convenience that drops books and materials into a separate, locked room that is completely protected and alarmed for fire, smoke, etc.;
- An efficient, functional circulation desk which easily handles the delivery bins and holds;
- An improved and modernized meeting space with flexible furniture and the ability to have a raised platform at the front of the room for a stage and adequate lighting;
- A circulation desk with a section no higher than 30" to accommodate all ages and all levels of ability and disability;

Part 2: Building Program

Chapter 2: Space Needs Assessment

Space Needs Assessment Spreadsheet Narrative
In this chapter twenty-year space needs for the Fitchburg Public Library for materials, seating, staff services and meeting purposes are estimated based on the population, mission and Massachusetts Board of Library Commissioners recommendations. These capacities are then converted into square footage materials requirements for a building.

Sizes are calculated by:
- Determining the net material additions over twenty years.
- Estimating required seating based on population and library use.
- Using standard formulas to calculate space necessary for these functions as well as for public and staff support services.

Meeting room capacity was determined by current usage and public demand.

Material storage considerations
Intensively used browsing collections are often housed in bookstore-type low display shelving combining spine out and cover out display. This type of shelving may require a square foot floor space for five volumes. Although many of these new desirable books are currently out on loan, the more books displayed face out the better.

Children's picture books and CDs with very thin spines that are difficult to read are sometimes shelved in bins that often result in higher circulation rates than conventional shelving. If some bins are used, alphabetical separators and bin lettering will be essential as sequencing and finding guides.

Conventional library shelving often consists of ranges of shelving 7 shelves high spaced 5' to 6' on centers allowing for a 40" or 52" aisle. This type of shelving may accommodate anywhere from 10 to 15 book per square foot. The area size in this program is based on stacks spaced 6 feet on center like in the existing building.

Percentage of materials in circulation
The percentage of materials in circulation is constantly changing both seasonally and over a period of years. A new facility may result in a change in the percentage of materials in circulation requiring a different amount of space to house materials. For example a library with a collection of 150,000 books that has 30,000 out in circulation will need space to house 120,000 books.

Fitchburg's circulating collection size is approximately 150,000 volumes with an average monthly circulation of 12,000 total items.

Seating

The number of seats is derived from population. The usual ratio is five seats per thousand minimum.

To determine space for seating these sizes were used:

Table seat	30 square feet
Carrel and seat	35 square feet
Electronic workstation	40 square feet
Lounge seat	40 square feet

Architectural layout

To some extent the architectural layout of functional areas and the combinations of functions will affect capacities, so the area required might differ from the general estimates contained in the program.

Non-assignable

Non-assignable space is required for arrival space, walls, elevators, stairs, halls, heating, ventilation and air conditioning, risers, bathrooms and non-library storage. Architectural designs differ radically in the amount of space for non-assignable functions. A high percentage of non-assignable space for atriums, hallways and other non-library spaces may make the building very attractive and spacious, however, the cost may be high. Highly efficient library designs with a low percentage of non-assignable space may be less costly but may appear very utilitarian and cramped. A large percentage of non-assignable space in the current building is due to the inclusion of two outdoor, walled gardens. There is 1.5 ratio of functional space to total square footage in the existing building. Therefore, using the same ratio for non-assignable space would maintain the same level of openness and open garden space.

The staff and general public have grown accustomed to a very well lit, high ceilinged, and spacious design. Some of this needs to be preserved to maximize public acceptance.

Spreadsheet

The spreadsheet on the following page shows the approximate sizes of the present functions as well as the sizes necessary to accommodate the seating, collections, and services for the next twenty years compared to present capacities. Materials in the spreadsheets are for public use and do not include materials in process or otherwise unavailable for public use.

Draft Comparison of Proposed and Existing Areas and Capacities

Projected Space Needs: Preliminary Estimate- Books and Other Materials						
Functional Area	**Proposed Area**	**Proposed Materials**	**Proposed Seats**	**Existing Area**	**Existing Materials**	**Existing Seats**
Lobby	900	0	0	630	0	0
Cell Phone Zone	225	0	8	0	0	0
Circulation Area	250			324		
Circ. coat room				60		0
Circ. workroom	600			693		
New Books	1,750		10	1,630		6
Magazines/Papers	750	295	12	729	216	7
Reference						
Reference Desk	525			525		
Reference Books	1,500	4,500	40	1,071	7,512	40
Computer Center	500		25			
Ref. Workroom	500			360		
Supervisor Office				165		
Willis (Local History) Room	1,560	5,000	8	450		4
Rosenbaum (Conference) Room	450	450*	15*	360	450*	12*
Book Stacks						
Large Type		4,000		315	1,968	2
Nonfiction 1st Fl.	15,000	120,000	16	1,071	99,834	
Fiction Stacks				2,277		8
Nonfiction 2nd Fl.				4,176		4
Basement Book Stacks & Magazines						
Reference Storage	1,000	12 2-sided shelving units	0	1,638	12 2-sided shelving units	0
Fiction Storage		0	0	441	8,640*	0
Audio Visual (Adult)						
Audiobooks	2000	5,000		315	3,133	
DVDs		3,000		216	2,089	
Language		225			209	
Video (basement)					4,491	
CDs (basement)		0		6		
CDs (adult)		3,000		135	2,716	

Youth Library						
Youth Library	5,000	50,025	12	2,970	30,947	17
Youth audio	1,000	1,000			906	
Youth DVD		1,000			335	
Youth video		1,000			1,295	

Functional Area	Proposed Area	Proposed Materials	Proposed Seats	Existing Area	Existing Materials	Existing Seats
Youth CD ROM		0			112	
Youth Homework	1,000	250	18		249	
Youth Pre-School	1,200	1,200	10			
Youth Program	700		60*			
Children's Workroom	600			288		
Children's Kits		50			48	
Children's Office				156		
Teen Area	1,140		21	567		2
Meeting Rooms						
Group Study	384		16	0		0
Multi-Purpose Room	1,500		150*			
Smaller Meeting Room	500		30*	648Garden Room		35*
Auditorium			95*	3,000		205*
Technical Services	600			1,436		
Computer Network Room	250			4		0
Administration						
Admin. Assist	300			225		
Director's office	250			225		
Admin. storage	105		0	120		
Friends						
Book Sale Area	50			14		
Book sort/storage	300			360		
Staff Lounge	350			441		
Maintenance Office	400			165		
Maintenance Storage	150		0	150		
Art Work	50	124	0	50	124	0
Total Library Function	**52,539**	**203,669**	**196**	**29,156**	**156,184**	**90**
Non-Assignable Area with garden	**28,371**			**15,844**		
Total Library Area	**80,910**			**45,000**		

*Seating items with asterisks are not included in seating totals because they are not available for library use except during scheduled programs or because they are for use as waiting seats or as seats for patrons working with staff.
*Materials with asterisks are not counted because they were included in another material count

General Recommendations

- Expand the children's facilities to accommodate children and their caregivers with a range of services including:
  - Dedicated storytime and craft facilities
  - Age-appropriate seating in age specific areas
  - Adequate collection space
  - Provide computers for homework assignments
  - Semi-private space for tutors with a client
- Create a teenage facility that will encourage teenagers to use the library constructively.
- Noise control is important to general operation of the facility.
- Provide additional electronic workstations.
- Move unsightly structures such as cooling tower to less visible areas.
- Improve security of building, staff, patrons, and collections.
- Install fire-proof, smoke-proof, drive-up book drop.
- Install HVAC system that maximizes efficiency with zoned areas.
- Add group study, small group and large group meeting spaces.
- Provide adequate space for growing audio and video collections.
- Centralize staff work areas to maximize efficiency.
- Redesign circulation to improve efficiency.
- Increase public parking.
- Improve appearance of outside of building to make it more readily recognizable.

Issues and Constraints

- Two large outdoor enclosed gardens are costly to maintain. One garden space must remain.
- Public and staff are quite accustomed to an open, high ceiling, sun drenched interior with more than adequate basement shelving for multiple uses.
- Ownership of small parking lot behind Youth Library on Boulder Drive is questionable and perhaps ownership could be secured.
- Original architect, Koch & Assoc., was quite renowned.
- School children in the 1950s led a penny campaign to build the Youth Library and sentimental attachment runs high.

Part 2 Building Program

Chapter 3: General Design Considerations

This chapter discusses design considerations for convenient public use and efficient staff operation.

Style
The architect for the 1967 building was Carl Koch and Associates and featured graffiti art carried over from their 1950 Youth Library design, an open floor plan and metal owls on the roof line.

The style is so unlike every other building on Main Street that many are not fond of its appearance. With such a dramatically different style it would seem reasonable that the building stands out and is easily identified, but this is not the case. People drive past the building before they realize it is the library. Koch was famous for designing buildings to be unobtrusive and this is certainly the case in Fitchburg. The building is an excellent example of mid-century modernism, or Brutalism, and, if possible, some portion of it should remain. The green baked enamel graffiti designed by Gyorgy Kepes should be repurposed in any new construction. He is world renowned for his design philosophies and there is a museum named in his honor in Budapest, Hungary

Security
The present building was built at a time when homelessness, drug addiction, and sexual crimes were not as prevalent as they are in Fitchburg today. Outside stairwells hidden from view must not be considered. Security cameras and sight lines both inside and out are of primary importance. Sight lines inside the building must be unobstructed. Staff only areas must be locked with secure access only.

Deliveries and Staff Entrance
Library and delivery staff will normally use a special staff entrance. The delivery and staff entrance should be convenient and should not be visible from the public entrance or from public areas. There should be a buzzer to alert staff to deliveries and a small storage

room in which to house delivered parcels. The delivery entrance should be ramped to be able to accommodate large or heavy items. The book delivery area should allow the delivery company to access the area, safely and securely, even when the library is closed.

Furnishings and Soft Seating
Soft seating must be minimized in the adult areas to discourage all day "camping." Lounge seating should be limited to a maximum of two seats at a coffee table in close proximity to public service desks to discourage groups from forming. All chairs in the adult library should not encourage long time relaxed seating.

Gardens and Landscaping
Gardens or open green space is pleasing but smaller, less costly alternatives to the existing outdoor gardens should be given serious consideration. Existing monuments, memorials, signs and sculptures should be repurposed.

Library Service Choices and Traffic Flow
The entrance should be simple to navigate, automatic, and open directly into the lobby where the circulation desk is located. The lobby has a cell phone zone in one corner with tables and chairs but is surrounded by glass walls. Surrounding the lobby are clearly designated entrances for the Youth Library, the large meeting room space and adult library. Plenty of glass inside the lobby will make it quite apparent which direction the user should travel but will prevent noise from entering designated study areas.

The lobby/entrance should be free of visual obstructions for safety and security and the general circulation desk is quite apparent upon entering the building. At one end of the lobby should be the cell phone sitting area. Nearby should be the Friends of the Library book sale room. The décor of the lobby should establish the library as a friendly but quiet place. The lobby should serve as the transition to the quieter areas of the building. In the lobby should be a brochure rack, a community bulletin board, and an electronic sign for library information.

Upon entering the Adult Library the user will immediately see the New Book area then, proceeding past the new book area, the reference, computer room and other library services. The computer room will allow for approximately 20 computers and will be monitored by a librarian.

The young adult/teen area will be easily accessed without passing through the entire library. This space will have colors appealing to young people with furniture, electronics and shelving appropriate for them.

Upon entering the Youth Library the user will see bright, colorful areas designated for varying age groups: lowest shelving for the youngest and taller shelving, no higher than 54", for the oldest school-age children. Age appropriate decorations and colors will instinctively attract the children for which it is intended. A story-time room will be located within the Youth Library and be near restrooms equipped for family use. Walls will provide space for attractive seasonal displays.

Zones and Boundaries
Change in function within the library may require several flexible methods to express functional zones and boundaries:

- Furniture types, and sizes such as widely spaced individual study tables for quiet study and group study tables for noisier group or conversational activities.
- Colors can indicate bright noisy children's activity as opposed to natural subdued colors for study.
- Bright spot lighting indicates bustling display spaces while indirect low lighting indicates quieter spaces.
- Low partitions in the children's room set apart active from quieter areas.
- Glass partitions separate areas acoustically while allowing visual access. Glass should never be used on all four sides of an area because of the echo noise. Acoustical glass is expensive but may be useful for group study rooms. Lighting that washes the face of the glass reduces reflections that often obscure areas set behind glass.
- Varying ceiling heights using suspended ceilings can indicate different activities.
- Lower and higher bookstacks and wider aisle spacing differentiate active display areas from the less used book storage stacks.
- Vertical separation of areas by a few very low steps and ramps can differentiate functions.
- Standard seven-foot high bookstacks are useful in sound absorbing and defining boundaries between functions.
- Graphics, especially back lighted signs, are an excellent method of signaling important staff service points and defining their use. Passageways separate functions by the absence of furniture and by lighting type and intensity.
- Carpet color and pattern variations can differentiate function while facilitating re-carpeting of more active areas.

Many zone requirements result from noise differences. Controlling noise in libraries may be achieved in several ways:

- Enclosing rooms is still the most effective means of noise control.
- Absorbing sound with acoustical ceilings using acoustical tile, anechoic foam wedges behind perforated metal screens.
- Books are excellent at absorbing sound while glass reflects sound and results in echoes. Carpets, cork floors and upholstered furniture absorb sound.
- Noise decreases greatly with distance.

Part 2: Building Program

Chapter 4: Parking, Entrance and Circulation Design Considerations

This chapter emphasizes the importance of the library as a community place and indicates a variety of considerations in designing the parking lot, driveway entrance, cell phone area, check out and return areas, circulation work area, and book drop.

A Community Place

Libraries represent the sharing of community resources in a building for everyone to enjoy. Currently there is a need for formal and informal meeting spaces in a public setting. Libraries can encourage people to meet for exchanging information, taking part in community activities, receiving tutoring, learning English and even learning how to become a citizen. Older people, teens and families need a place where they can meet and share information. Libraries can become these kinds of places if they are designed with these needs in mind to create a community-gathering place connected with local information, books and other materials.

Hundreds of people use the library each day. They come for a variety of purposes:
- Read the newspapers and magazines
- Use the collections, request materials, and ask for research assistance from a librarian
- Use the computers for e-mail, research, and writing resumes
- Find the latest novels and browse the stacks
- Complete joint homework projects
- Conduct genealogical and local historical research
- Attend story times and special programs for children
- Visit with a school, daycare or other community group
- Use the WiFi
- Select picture books and movies
- Do homework
- Borrow audiobooks
- Attend programs and concerts
- Borrow art prints to hang in their office or home
- Find information on home repair and projects
- Attend a meeting
- Pick up tax forms and receive help in their tax preparation
- Attend a class in ESL or US Citizenship or learn how to become a literacy tutor
- Attend a book signing by a local author
- Meet with a tutor
- Spend time in a quiet atmosphere and decompress from a busy day
- To spend the day

Parking

Free parking is needed for both staff and customers. Parking may be separate or it may be a shared lot. Parking for staff requires space for 20 cars with the required number of handicapped spaces. Parking for the public should be adjacent to the building so that those carrying books or having strollers and small children do not have to cross the street. The number of parking places for the public may be determined by several factors:

- Zoning regulations
- Number of seats in the library and meeting rooms
- Building size–one space for every 300-500 square feet of building

Driveways may allow access to the parking lot from Main Street or from Newton Place, or both. If the lot off Boulder Drive is acquired it may also provide parking or access to the parking lot.

Solar canopies should be utilized over the parking area to generate power and protect the vehicles from sun and snow. The supports can include electric-vehicle charging stations at their base.

Parking should be well lit with vandal-proof fixtures on a timer. Be mindful of safety and security problems that may arise from bushes hiding people. Parking should be under 24-hour video surveillance.

Clearly marked parking for people with disabilities as required by code should be provided in the space(s) nearest the entrance. There should be curb ramps to provide access for both wheelchair users and those with carts or strollers.

Bicycles

There should be an artsy, modern rack for bicycles so they can be locked. There should be some racks under cover for protection from the elements.

Approaching the library

First impressions are important. But before a first impression can be made, the building must be seen. The library should be identifiable as the public library and not blend into surrounding buildings. It should be well illuminated at all entrances, including the staff entrance.

Glass above street level will allow users and passers-by to view the library before entering and give the library an open welcoming feel. Glass at ground level is a safety concern and should be sparingly used. Street facing windows should not be in offices that are empty before closing because when employees leave for the day and turn out the lights the building appears dark and closed.

Public entrance(s) should be convenient to pedestrian traffic. They should be easily accessible to those with physical and mental disabilities. The doors should be automatic, sliding on tracks, and not offset as these have proven to be too difficult for many patrons

to navigate.   The staff entrance should be near the staff parking lot. All entrances should be well illuminated and under video surveillance.

Outside walls on pedestrian sidewalk areas should allow for high pressure washing. Secure hose bibs for outside watering and cleaning should be installed in multiple locations. Outside electric outlets should be available in secure areas.

There should be a loading dock for large and small deliveries. The delivery entrance needs to open to a secure place to allow access to the book delivery van driver when the library is closed. The delivery entrance should be equipped with a buzzer to announce arrivals by other delivery companies and alert staff. All deliveries should be directed by signage to this delivery area.

Book drop
A book drop open 24/7 should be available to pedestrians as well as drive-up traffic. It should be accessible to staff from inside the building, but be thoroughly fire and smoke protected. It should be equipped with an automatic fire extinguisher and an automatic fire alarm. This area should have a fire barrier to the rest of the library to prevent smoke or fire damage. The room should be well ventilated in case of smoke. Separate openings for books and media should allow the items to fall into a floating padded tray to protect the materials from damage.

The Entrance–Inside
Upon entering, the lobby will inevitably shape the attitude of the library user. The lobby should encourage users to feel that the library is a warm, special place, and the doors should be simple to navigate. When people enter the building they will pause to orient themselves. It should have natural light but be sufficiently illuminated in late afternoon and evening.

The décor of the lobby should establish the library as a friendly place. Warm, subdued colors and indirect lighting should calm them as they enter, quiet them down, and serve as a "decompression zone." It should serve as a transition to the quieter areas within.

A community bulletin board and places for pamphlets and brochures should also be available here.

The lobby floor should be smooth so book carts and carriages do not make a lot of noise. Tile or some other surface that is easily maintained should be used. Commercial mats, possibly rented, to absorb water, snow and dirt will be used.

The lobby (and the circulation desk) should be surrounded by entrances to "The Library," the "Youth Library," and the large meeting room. The Cell Phone Zone should be a sitting area in a corner of the lobby.

Inside signage
Library hours should be clearly displayed at the entrance(s). Vinyl lettering adhered directly to glass works well for this purpose. Other directional signs should be kept to a minimum and those that are used should be in both English and Spanish. Braille should be included when appropriate.

In lieu of traditional signs, directional cues such as lighting, color, change in flooring, should be employed. Some signs will be necessary but few people read signs and they simply clutter areas. Directional signs and electronic event signs should be located at least 20 feet from the entrance door to prohibit congestion at the door and allow someone to transition from outside to in.

Cell Phone Zone
Located near the lobby the cell phone zone would serve as a waiting area for people waiting for rides, a place to talk on cell phones, and a place for someone to have a quick snack. It provides a place where people are permitted to talk thus preserving quiet elsewhere. Disadvantages will be trash removal and maintenance of the area if food is allowed. A total of four small round tables with chairs is all that is needed. Chairs should not be too comfortable to discourage a long term stay. A change in the design of the flooring and some sort of wall will designate the perimeters of the area.

Circulation Area Design Considerations
The circulation desk may present a formidable and intimidating barrier to library users entering the building. These effects can be minimized through sizing the desk appropriately and making a service area low enough for a staff member and the patron to be seated whether in a chair or a wheelchair. Lighting variations will also help. The circulation desk is often a busy, noisy and messy area with masses of materials waiting to be shelved. The circulation desk should be obvious upon entering the building.

The most dramatic change that has occurred in library service in the last few decades is the increase in interlibrary loan. Libraries are networked and the exchange of materials among libraries is taken for granted by library users. The number of items delivered to the Fitchburg Public Library on a daily basis is close to 200 individual items and will continue to grow. Items are delivered in bins, sorted, and placed on shelves waiting for the patron to come in, or our items are checked out and sent on to another library. This sorting and checking in is most efficiently done at or near circulation desk, but may be presorted at the delivery entrance. Inclusion of an RFID sorter should be considered.

Circulation needs to be near the entrance. When alarms on security gates are triggered, staff must be close enough to ask the patron to return to the desk.

Circulation Lighting
Staff activities require high task lighting levels, but glare on the computer screens should be avoided by location of light fixtures.

The circulation desk
The surface of this desk receives extraordinarily hard use and will wear out rapidly if veneers are used. Ample electric outlets and wire management are essential. All computer stations need immediate access to phones.

Shelving under the desk must be flexible to accommodate change in usage.

A slot for items being returned should be located on the front of the desk near one of the computers handling lending and return of materials. CPUs or other connections should be under the counter. At least four electrical outlets for each staff station, "j" channels for wire management below the surface, grommets or slots in the surface are needed.

The desk will have a bi-level design with three service bays. Staff will stand at two bays and be seated at the other. The counter will overhang about 8" to allow for both knee room and space for wheelchairs. Space between the service bays will give staff working space blocked from public view. The area below the top surface, accessible only from the staff side, will be flexible in design and allow for storage of supplies.

The circulation desk should be large enough to accommodate a standing material display for library brochures, calendars, and special event listings.

The desk should also be configured to accommodate a cash register with the ability to accept credit cards.

Space should be allocated for 4 self-checkout stations to be conveniently located near the desk so staff can easily provide assistance.

The circulation desk should be located near the library exit so staff can easily remind users of the need to check-out when the theft-protection system is activated. This can be done if the checkout location is near the exit door and staff can easily come out from behind the checkout counter.

Circulation Functions

General information area
A desk should face the entrance so a staff member may easily answer directional and short questions.

Check Out/Return
All three staff terminals at the circulation desk should be able to handle materials to be loaned as well as those being returned. A slotted return drop should be near a staff computer terminal. Circulation desk activities require space for checking out materials, collecting fines and fees, taking reserves and answering circulation-oriented telephone questions. Nearby shelving accessible to all three terminals is needed for quick access to reserved materials waiting for patron pick up. When books are returned to any of the three terminals they are checked into the computer system and placed on the appropriate

book truck. Space should be allocated directly behind, or under, the circulation for six book trucks to receive these returned items. These trucks are then wheeled to the appropriate pre-shelving area in the library. Behind the desk is glass looking into the staff work area.

Circulation/Inter-Library Loan Staff Work Area
It is vital to have a centralized staff work area for efficiency. This work area near the circulation desk staff will be involved in processing reserves, overdue materials, interlibrary loans or registrations. This area may be used for the processing of materials delivered daily from other libraries. This area should be secured and accessible to staff only. Facilities include:
- Electronic workstations
- A work counter for staff both seated or standing and with storage above and below
- Telephone
- 3 desks with chairs (1 desk has a large flat surface for creating displays)
- 2 four-drawer file cabinets
- Ample cabinets for storage of circulation supplies and display supplies
- Glass wall between circulation and the work area providing visual as well as telephone access.

Summary of Circulation Area Design Considerations
- Circulation desk must be located near the entrance(s) and security gates for staff monitoring of theft detection equipment.
- Circulation desk is the prominent feature of the lobby.
- Circulation desk must be located next to the circulation and inter-library loan workroom.
- At least six electrical outlets for each service bay and "j" channels for wire management below the surface, grommets or slots in the surface.
- CPUs or other connections should be under the counter at each of the three stations.
- Bi-level height counter. Counter heights 30" – 40". All three service bays have chairs for staff to be seated while waiting on patrons.
- Counter overhangs approximately 8" on the patron's side of the counter to allow for knee room or wheel chair space.
- Counter should be accessible to children, seniors, and the disabled.
- A location for book trucks directly behind the circulation desk for presorting returned materials.
- Usable, flexible shelving under circulation desk for storage of supplies. Drawers for pencils, note paper, etc.
- At least 36 linear feet of shelving for inter-library loans waiting to be picked up.
- RFID conveyer belt system for checking in and sorting materials

Part 2: Building Program

Chapter 5: New Materials and Magazine Areas

This chapter discusses general design considerations for the high use areas of the library close to the entrance to the Wallace Library. New book, magazine and newspaper browsing are also discussed.

New Books
A person entering this part of the library should feel as if he or she is in a bookstore. Books in the new book area should be attractively displayed with covers visible for browsing.

The browsing area should be the busiest of the library. It should contain an ever-changing selection of paperbacks and new books. Materials should be displayed on shelving no lower than 10" and no higher than 54" to give an open, uncluttered appearance. The shelving should be on casters to allow greater flexibility in the room's arrangement.

Aisles should be wide, at least 48" to avoid an overcrowded feel.

Large windows looking out into the garden would create a relaxed feeling and offer library users the pleasing view of the garden –something they cannot find at a typical bookstore.

There needs to be display shelving so that many books can be displayed to show the front cover.

Titles need to be displayed sequentially; hence rotating displays on "spinners" should not be used.

A stand-up computer accessing the catalog should be available. The computer itself should hang in a "sling" or be positioned below the computer screen but not on the floor or next to the computer screen.

The location of the new book area should be adjacent to adult reference but the public should feel free to browse the new books without feeling as though they are under the watchful eye of the librarian.

Display devices
The most sought after materials in libraries are the newer materials. They must be displayed with wider aisles and on easy to reach shelves because of the large numbers of patrons browsing.
- Display shelves for paperbacks.
- Integral back shelves with built-in 2" high backstop on 36" shelves to keep items organized and secure.

- Visually appealing alternatives to straight shelving may include half-round sections at the end of a shelving unit to highlight recently returned materials.
- Island displays may offer alternatives for seasonal displays and should incorporate subject signs at browsing eye height to make locating materials easier.
- Most of the shelving units should be on casters for flexible arrangement.

Lighting
Lighting can dramatically display and highlight material as well as making items easier to locate.

Bottom shelves
Eliminate bottom shelves which the elderly and people with disabilities cannot use. This will not be true throughout the building but is important in the new book area as this is the most frequently used section of the building.

Browsing Design Considerations
- A sequential arrangement of materials will be helpful to patrons and staff trying to find a particular book.
- Island displays can complement the sequential arrangement of books and serve to highlight subjects seasonally.
- Fiction will be arranged alphabetically and non-fiction will be clustered by subject.
- Circular spinners should not be used.
- Sloping display shelves should be considered, especially on the lowest shelf.
- Some cushioned chairs and low tables should be provided for patron convenience. Upholstered chairs should not be used.
- A standing computer station should be located in the area to allow patrons to locate materials or place holds.
- The area should be immediately visible upon entering this section of the building.
- Restrooms should be nearby but not located within the new book area.
- Lighting should be functional as well as dramatic.

Magazine and Newspaper Area
Magazines and newspapers are a popular part of the collection. Magazines are read inside the library and all but the current issue are borrowed. Newspapers are only available to be read inside the library and may not be borrowed. Both magazines and newspapers should be together, in the same area.

Hinged periodical units with slanted shelves to display current issues can include some Plexiglas covered sections to display newspapers. (Newspaper sticks should not be used.) Shelving underneath the slanted shelves provides access to back issues. Shelving should be no higher than 66" high. Deep shelving unit should be included to shelve two months' worth of each of the newspapers received.

Seating
- A soft seating area with straight but cushioned chairs would make the area inviting. Soft seating area should include convenient side tables for books and bags.
- Chairs may have cushioned seats and backs but should not be upholstered.
- Two oversized 4'x6' table and chairs especially for newspaper reading.

Part 2: Building Program

Chapter 6: Wallace Library Reference Services

This chapter discusses general design considerations for the reference area. Reference staff work areas, collection space, reading and study space, electronic resources, and special collections are discussed.

Reference Services
Libraries are centers for information. Many of the people who enter library buildings do not borrow books, they prefer to read, study and do their work at the library. Some people have the mistaken belief that computers have replaced reference books and that a reference collection is not needed. Patrons still need access to print reference materials but not in the same numbers as they did thirty years ago. Online databases have replaced the need for print copies of many reference books, but not all. Topics requiring hours of study rely heavily on print materials.

A public library is devoted to satisfying the individual information needs of citizens at every level of their life. Users of the adult reference collection include students from middle school through graduate school and independent learners using the library for research. Patrons of all ages seek information on a wide variety of subjects relating to their personal, business and family needs. They may require information on topics such as career changes, job-related information, home repair skills, financial investment planning, gardening, arts and literature, health problems, crafts and hobbies.

Libraries are much more than warehouses of books and this is most evident at the reference desk. At the reference desk, a trained, experienced, and certified librarians direct patrons to appropriate sources of information, request books from other libraries, and connects people to the information they need. In busy libraries there are frequently lines of patrons waiting for assistance.

Fitchburg has a long tradition of superior reference assistance. The desk has always been staffed by certified librarians and this level of training has proven valuable to middle, high, college, and graduate students, and people doing historical and genealogical research. The library was a regional reference center for more than thirty years, until it ended in the late 1990s. The emphasis placed on reference and non-fiction is still evident with 852 linear feet of shelving dedicated to reference materials (on the main floor) and more than three-quarters of the entire Wallace Library dedicated to shelving reference and non-fiction materials.

Although the reference desk can be quiet at times, it is frequently the hub of activity. For this reason the reference desk should be equipped with space for two librarians, two desktop computers, phones, and two chairs on the opposite side of the desk inviting a patron to sit down. The computers should be able to be made visible to both the librarian and the patron, without asking the patron to step behind the desk to view the screen.

The following considerations should govern decisions about the location and design of this area:

Location
- The reference desk and the reference collection do not need to be immediately accessible to patrons when they enter the building. In fact, locating them away from the entrance would put more directional questions on the circulation desk staff and allow the librarians to focus on serious information requests.
- The reference collection needs to be located near the reference desk with a closed reference shelf incorporated in the reference desk area design.
- The reference desk should be located near the reference staff work area, providing office space for four librarians.

Lighting and Climate Control
- This area must have glare free lighting that is intense enough to allow for long periods of use with minimal eye fatigue.
- Since both staff and the public will heavily use this area for long periods of time, both heating and air conditioning must be carefully controlled.

Work Flow
- Staff should be able to move freely from the reference desk to the bookshelves or computers to answer questions.
- Mobile seating for the staff would be helpful in moving around the desk area.
- Seating for staff and library patrons should be ADA compliant and ergonomically comfortable so that staff and patrons can move easily and comfortably.
- A patron in a wheelchair should feel comfortable approaching a librarian at the reference desk.
- Staff should be able to easily monitor the reference area with clear sight lines.
- Self-service Fax and copy machines should be nearby.

Reference Staff Work Area
Located within sight of the reference desk, the staff in the Reference Staff Work Area will be involved with web design, community resource file maintenance, research requests, genealogy research, program presentation, and book purchasing. Staff will be communicating with one another, sharing ideas and information about web sites, reference materials, and brain storming to answer difficult questions. The area should have controlled access providing the opportunity to be visually and sound isolated or available to the public.

It should include:
- Ergonomically designed electronic workstations for four staff members
- Work counter with shelves above and below
- A hand sink
- File cabinets
- Telephone.

Reference Collections
Reference books on alternating full height and counter height shelving in the reference stacks in this area provide a space for patrons to rest books when doing a quick stand-up search. Full height and counter height shelving should be configured to maximize sight lines. Sliding pull out shelves located in every other section of the reference bookstacks make it easier to consult books right in the stacks. Map files, dictionary stands and atlases may need special furnishings here. Microfilm cabinets for local materials should be here in proximity to the microfilm readers.

Reading and Study Areas
Libraries can provide the only place of quiet in some people's lives. It can be a peaceful haven with space to read, study, prepare reports, catch up on e-mail, or complete tax returns. Reading/study tables and chairs need to be available in the reference area as well as in other parts of the building. Seating should be comfortable but not upholstered. Many who visit a library do not want to share a table and some study carrels with lower sides, should be included. Controlled natural light is an asset in this area but adequate lighting after dark is of great importance.

Six small group study rooms should be available throughout the Adult Library and two in the Youth Library. They should be equipped with a small study table with electric outlets, four sturdy yet comfortable chairs, and be capable of accessing the Wi-Fi. No white boards should be used.

Comfortable yet sturdy chairs for readers should be included throughout the building yet they should be visible, not hidden in recessed areas. Single chairs located throughout the building should have a small side table next to it for belongings and books.

The Optelec magnifier needs to be near an electrical outlet. A comfortable chair is necessary for the patron. Ideally there would be some security screen to provide privacy. The patron may be reading materials such as bank statements, insurance documents, or medical information.

Electronic Resources
- Stand-up single computer catalogs should be located in the new book area as well as interspersed throughout the library.
- Wi-Fi should be available throughout the building and in all meeting rooms.
- At least two adaptable computers for the disabled should be located near the reference desk for easy assistance from the librarian.
- A small group of computers should be located in the reference area with a large group of computers in the Computer Center monitored by a librarian.
- CPUs should have easy access for patrons to connect flash drives and headphones and for staff to maintain. Appropriate wire management should be used.

Computer Center
Located adjacent to reference the Computer Center would house 20-25 computers and be monitored by a librarian. The room should provide equipment for computer training.

Local History
Local history and genealogy are important subjects and are unique to every library and should showcase the local treasures. Ideally the room should be located near reference but should at least be easily monitored by the reference staff. The room must be locked with restricted access. It should be climate-controlled for archival conditions. The windows should limit UV light penetration. The door to the room should have a glass panel for surveillance. The room should have a security camera and a desk for an archivist.

In addition to being climate controlled for archival conditions, it should have:
- Microfilm reader/printer
- Scanner
- Two computers with Internet access
- Adjustable steel shelving for 5,000 books
- 2 Large 4' x 6' tables with 4 chairs. Tables should have built-in power outlets for laptop computers.
- Atlas case 33" x 38"
- 3 file cabinets
- Glass fronted locked case with 20 shelves for books
- 54 shelves for Acadian collection
- Security camera.

Part 2: Building Program

Chapter 7: Material Storage

In this chapter collection management and storage are discussed.

Browsing the Stacks
Browsing the stacks is a simple delight of frequent library users and dedicated readers. Browsing stacks can range from pure enjoyment to extreme frustration. It is the goal of this Building Program to make the experience enjoyable.

Making the browsing of book stacks enjoyable can be accomplished by several methods:
- Shelves should never be tightly packed. If the book must be dissected from its neighbors chances are the patron will leave it where it is. Books should be easily removed from the shelves.
- Shelves should not be overcrowded. Space at the end of a shelf serves as a resting place for packages or other books.
- Task lighting directed at the books, not the aisles, makes browsing the stacks easier.
- Sequential numbering so that books, regardless of size, share the same shelf.
- Truly oversized books are shelved flat either on narrow middle shelves or on the bottom shelf, lying flat, in the closest section.
- Shelves should be appropriately sized so books are not pushed back. Books shelved even with the shelving's edge are more attractive than those pushed to the back of the shelf.
- Wider aisles encourage use. The standard handicapped accessible aisle width of 40" may be too narrow.
- For the elderly, low bottom shelves are increasingly difficult to reach and should be abandoned in favor of a 5 or 6 shelf high pattern of easily accessible shelves.
- Stack areas should be carpeted to absorb sound.
- A stand-up computer catalog should be occasionally located at the end of the bookstack for quick reference.

Considerations for bookstacks:
- Stack aisles should be visible for supervision and staff assistance.
- Sight lines should be clear for supervision and security.
- The numerical sequence of the ranges should be apparent to patrons approaching the stack end panels.
- A single continuous numerical sequence.
- Bookstacks require a floor load bearing capacity of 150 pounds per square foot. High density stacks require 300 pound per square foot live load capacity.
- Stacks must have web uprights to prevent collapse.
- Oversized books should be shelved in the same numeric sequence, or close to it. Truly oversized books would be shelved on the bottom shelf of the appropriate section.

- Canopies are unnecessary for metal shelving and often create light shadows from overhead lighting.
- Art books (700s) require 12" deep shelving. Fewer shelves per section are needed because of the size of the books.
- Slat wall should be used on some (but not all) ends of shelving units for display.

Closed stacks

Fitchburg will continue to retain many old magazines, reference materials, local history, and assorted other items which will be shelved in secured area. Due to the infrequency of their use these items can be shelved in compact shelving. The shelves should be spaced as they would be spaced for art books, slightly further apart, resulting in fewer shelves per section.

Audio-Visual/Non-Print/Media Area

Audiobooks, DVDs, and CDs are the most popular and ever changing collections. They should be located on the entry level for public convenience and security. In spite of the security cases used, DVDs in particular, but CDs as well, need to be in a location visible to staff. Flexibility in shelving is essential as various types of media change quickly. At the present time CDs and DVDs are shelved in Kwik case security cases from Gressco. These cases reduce the amount of shelf space available but are necessary to help secure the collection. CDs should be displayed face out to facilitate browsing. This area may require a mixture of traditional and type-specific shelving.

Magazine and Newspaper (Current) Shelving

Magazines should be displayed face out in shelving which allows for back issues to be stored underneath the shelf. Plexiglas covers should be used in the magazine area for newspapers. Newspapers should not be displayed on poles. Each magazine shelf should accommodate 3 magazines.

Part 2: Building Program

Chapter 8: Youth Library

This chapter will discuss design criteria for the children's facility, shelving and displays, lighting, openness, infant and toddler areas, reference, homework center, children's programming area, restrooms and staff work areas.

Youth Library's Facility Planning
The children's services area will provide space for a full range of services and activities to promote and encourage learning, reading, and the enjoyment of books and other materials. The most challenging aspect of designing space for children is the wide range of ages to consider. The space is to serve infants, toddlers, preschoolers, school age children through grade 6, parents and caregivers, and others. Space should be appropriated for these various age groups as a 6th grader doesn't want a toddler at their feet when they are trying to do homework.

The design and appearance of the children's room will make a lasting impression upon the child. The area should express warmth and friendliness and suggest to parent and child that this is the place to come in order to satisfy educational, information and recreational needs.

Services and materials in this area must meet the needs of a range of library users, from the curious infants to the developing preteen with rapidly changing interests. It must also serve the needs of parents, childcare professionals, teachers, psychologists and others who will use the children's collection to support their work with children.

Design Options
Children's facilities are often designed to attract children with playful concepts. Creative treatment of ceilings, doors, windows, skylights, and furnishing should provide a strong immediate message that this is a special place. The room should have an overall theme. Some libraries have used favorite nursery rhymes, plants, hot air balloons, or a garden theme. Various themes should be considered keeping in mind that the room in intended for children through grade 6 and babyish themes must be avoided. Different aspects of one unifying theme may highlight different collections geared for different ages. Murals, furnishings and equipment should encourage children's imaginations to make of them what they will. Classic and durable images of the City of Fitchburg may also be considered.

Height of Shelves
Close attention should be paid to the height of shelves. While 60" shelves are fine for adults they are overwhelming for young children. The height of the shelves should be geared to the age of the typical child using the materials. Non-fiction books are typically shelved in taller shelving units, perhaps 54" high, because young children would most likely be assisted by a parent in selecting materials for school projects. Picture books should be in shelving no higher than 36" and DVDs and CDs should be in browsable

units lower than those intended for adults, if possible. Board books, "little" books, and other odd shaped or sized materials require different handling such as bins, or face out displays.

Displays
Changeable displays and seasonal decorations are an important aspect of the Children's Area. Window displays, table tops, decorated trees, and glass cased displays are all important.

Lighting
Controlled natural light as well as bright diffuse overhead lighting should be supplemented by dramatic spot lighting. The children's area should be fun, energetic, and vibrant; the lighting should support that.

Openness and Space Designations
Open sight lines are essential. Staff must be able to easily view all aisles and spaces where people may be. Parents need to be able to monitor browsing books or playing. Designated activity areas with partitions will increase cooperative behavior and keep children focused. Areas can be designated by variations in color or tile or shelving sections. Furnishings should always be low enough so that children can see and be seen by staff.

Entrance
If there is an outside entrance it must be well illuminated and inviting. The entrance into the children's area should also be well illuminated and allow for displays of children's art and notices for community and library events. The story time room should be visible so parents and children can quickly orient themselves to where programs are held.

Infant, Toddler and Pre-School Area
This is a noisy, whimsical area for infants to five years old. Colors should be bold and vibrant. Colorful rugs may designate the space. Age appropriate educational toys should be available but nothing that can be climbed on or in. Toys should be self-contained so time isn't spent picking up toys every day. Soft seating for parents or a parent to sit with a child and share a story should be available.

Books in this area are grouped into categories:
- Board books
- Picture books
- Concept books: numbers, colors, alphabet
- Beginning readers

Seating will include:
- 2 soft seating units large enough for two adults or a parent and child
- Small square table with little chairs in a bright color
- 2 cushioned chairs for the caregiver to sit while the child is playing

Homework Center
Designed for school-age children this cluster of tables and chairs should be height appropriate for their age. It is located next to the reference collection which is housed on low shelving, no higher than 36" high. Computers for the catalog, Internet and word processing should be nearby.

Copier
A coin operated copier/printer should be located near the homework center.

Parents Corner
Located near the soft seating area should be a shelving unit for the Parent Information Center and a magazine shelving unit with 3 shelves and storage for back issues. Books of interest to new parents, parenting magazines, scrapbooking and other craft magazines, and popular paperback titles, etc. may be located here to make materials parents may enjoy more available. Typically new parents are so busy they often don't have time to visit the Adult Library to find something for themselves.

Children's Program Area
This is where story times, craft activities, puppet shows, creative dramatics, discussions, author talks, book groups for children and movies may be shown. It should be located within the children's area and be large enough to accommodate 60 people. The space is dedicated to children and parents so appropriate wall decorations and colors should be used. The room should have acoustical separation to keep noise from entering the children's room and other areas of the building. The room should have a heated tile floor where craft and messy activities will take place but may have carpeting for the storytime area for comfortable sitting on the floor and to help absorb noise. The room should have no windows to the outside but contain large glass windows into the children's room so parents not in the room may view the activity. The windows should be equipped with shades or some way to block light if a movie is shown. Doors into program areas are often replaced with built-in wooden half doors, or moveable panels, so toddlers are kept within the area yet onlookers still feel a part of the program. One area of the space may be visually apart to provide space for school-age children's programming including the activities listed above and gaming and STEAM projects.

The children's program area should be equipped with:
- Large sink to be used for both hands and clean-up of supplies.
- Counter and locking storage cabinets below.
- Ceiling mounted screen and digital projector.
- Wall-mounted flat screen television.
- A secure cabinet for gaming consoles and controls
- Folding tables (3/4 height) and small stackable folding chairs for children.
- Sturdy toddler height folding tables without chairs so toddlers can do arts and crafts while standing at the table.
- Closets and cabinets to hold all the above mentioned tables and chairs and supplies.

Tutoring Space
Three small spaces equipped with a small table and two chairs for a tutor and a student should have clear sight lines for staff monitoring. Electrical outlets need to be available. Task lighting needs to be bright.

Restrooms
Within the children's area should be two unisex restrooms with at least one of the restrooms located near the program area. Both restrooms should be equipped with diaper changing tables. The restrooms should be lockable from the inside with a push button lock. Windows and/or some other ventilation system is needed. There should be water fountains of varying heights nearby.

Staff Work Areas
An important part of the space dedicated to the children's area should be adequate staff work space. Staff working in the children's area perform a wide variety of activities and services and these need to be addressed.

If two entrances are needed into the library then two circulation desks will be needed. Both desks will circulate all items. If one of these desks is located near the entrance to the children's area then the circulation desk in the children's area will need space enough for two workstations and otherwise be equipped in a similar manner to the circulation desk in the Wallace library. A circulation desk in the children's area will also serve as the help/reference desk.

Whether the service desk in the children's area is a circulation desk or only a help desk, it should be visible upon entering the children's area and should provide good supervision of the entire area. Clear sight lines for staff are essential.

Office/Workroom
The children's area office must provide easy supervision of the circulation desk. During slow times a staff member may leave the circulation desk to work in the office but must be able to monitor the area so patrons are not kept waiting. The staff should also be able to adjust the privacy in the office by closing blinds on windows and the door. The office should have two workstations connected to a 3-in-one printer (copier/scanner and fax). Ample cabinets for art supplies, die cut machines, laminator and other equipment, as well as ample storage for poster boards and other supplies are needed. Large open work surfaces make assembling art projects easier. A sink is necessary. The office should either have a staff restroom or be located near one.

Other desirable children's features
- Stroller space near the entrance to the children's room should be provided.
- Coat hooks for children and parents near the program area.
- Large bulletin board for community and library events.
- Wall plugs should be high enough to discourage small children and be child protected. An alternative would be floor-mounted, covered, recessed outlets.

Summary

The overall result of the children's area design should be an intriguing combination of creativity, fun, and energy. Children should be engaged by areas that stimulate their imagination while suggesting a variety of behaviors. Alternating busy and quiet environments should offer children a choice. Parents and other caregivers should have an opportunity for sharing a story in a comfortable, undisturbed environment.

Part 2: Building program

Chapter 9: Teen Services

This chapter discusses general design considerations for the Teen Area.

Introduction
Children who were raised with weekly library visits to the Youth Library are often unsure of their place in the Adult Library, their new home after leaving the 6th grade. Dedicated service to teens is relatively new—some libraries began teen service only recently, others started many years ago. Typically, what teens like and enjoy are frequently at odds with traditional library services and it takes a special librarian to be in touch with the changing interests of teens.

Teen areas in libraries are a compromise. In the 1960s it was possible to locate a teen room near the children's area, but this is not true today. Teens want to be able to listen to their music, hang out, use a computer, watch movies and find books and materials of interest to them without rummaging through all the adult materials. They want a fun, funky, colorful, dynamic space staffed by someone who understands them and their interests and isn't going to ask them to be quiet.

During one long-range planning focus group in 2004 teens were asked for their opinion regarding library service. They indicated that they use the library for research, mostly, as many had computers at home. They also said that even though they had computers they would not give up books and school projects often require them to use books as well as the Internet. What they said they wanted was a lounge area where they could sit and read for a few hours—a place to hang out. They would like to see more tutoring and mentoring programs and more music, poetry, and cultural programs. They often sat at tables in a group but found study carrels helpful at different times.

The challenges in designing a teen area also present wonderful opportunities. Fun, funky, colorful, dynamic surroundings and furnishings need to be formed into a truly functional space that welcomes teens and retains them as library users while separating them from the most quiet study areas of the building.

Location
Placing teens near or in the children's area is unacceptable. Although they would prefer an isolated area to call their own that is not practical. As a separate room with partial glass walls it needs to have a desk for a young adult librarian during busy times. The teen area needs to be located near circulation or reference so a staff member can monitor the space at other times. This area could be kept locked when not staffed but close enough to a staffed area so patrons could be allowed to browse the collection.

Use of space
Teens will use the space in a variety of ways:
- They will come to meet friends and socialize.

- They will come to study in groups and work on group projects.
- They will want to use the computers.
- They will want to watch movies and play video games
- They will want to relax in a safe and secure place.
- They will attend special active/participatory programming.

Furnishings and equipment
- Low shelving on castors for flexible design
- Oversized study tables with six chairs each (2)
- Computer workstations (4)
- A television and cabinet to lock up a DVD player, gaming consoles and the controls
- A place for coats and backpacks
- Lounge/floor seating that is easily cleanable or replaceable.
- Bulletin board for posters and announcements
- Clock

Part 2: Building Program

Chapter 10: Public Meeting Space

The demand for public meeting space will increase in the years ahead. The need is for small group study space as well as meeting rooms for small groups and groups of 100 people or more. This chapter discusses design considerations for all public meeting space. (The story time room is not considered in this chapter as that is dedicated space for children's programming and needs to be available at all times for children's functions. Small group study rooms are also not discussed in this chapter as they were discussed in Part 2 Chapter 6)

Multi-Purpose Room
The room should accommodate a maximum of 150 and be partitioned so two smaller meetings could take place simultaneously. The partition should divide the room into a small and large space—a one-third/two-thirds split would provide more flexibility. The partition should provide some soundproofing.

The multi-purpose room may be used for a wide variety of activities including:
- Book discussions
- City department meetings
- City boards and commission meetings
- Film programs
- Lectures
- Book signings
- Musical concerts and other performing arts programs
- Poetry nights
- Various community groups such as the Cultural Alliance, youth sports planning meetings, youth orchestra rehearsals, utility information meetings, garden club, knitting club, etc.

Equipment and Furnishings:
- Ceiling mounted projection screen and digital projector
- Wall mounted flat screen television with DVD player
- Ceiling mounted curtains or moveable panels to block electronics when not needed
- Sound system with microphones including wireless capability
- Spot lighting for speakers and performers as well as dimmable lighting in the entire room
- An appropriate number of light weight collapsible tables
- 150 foldable comfortable chairs
- Closet space for all tables and chairs
- Easily maneuverable shades, or other window covering. to darken the room when needed
- Mobile lighted podium with sound and light controls

- A platform/stage at the front of the largest room. This can be Murphy style, or something that pulls out of the wall.
- Telephone
- Ample electric outlets
- Wi-Fi and network connections
- A small room with a sink, full size refrigerator, cabinets for paper products
- Floor microphone outlets at several locations convenient for audience participation in discussions
- Picture hanging system for art displays
- A clock in each space

Lighting

Electrical panels should deliver sufficient power for future needs. Lighting in this room should include:
- Ceiling-mounted electrical receptacles, even if the fixtures are not installed initially
- Dimmable lighting for all areas
- Low-level overhead directional lighting for finding aisles
- Electric emergency exit signs
- Recessed spot lighting for art displays
- Lighting controls should be duplicated at the podium and at the entrance behind a locked panel. They should include controls for audience area lighting with dimmer switches, aisle lighting with separate dimmer switches, side wall lighting with separate dimmer panel for art displays.
- General room illumination should not be locked.

Smaller Meeting Room

This room should accommodate a maximum of 30 people in flexible seating. A total of four tables and 30 comfortable chairs should be stored in a closet either within or directly outside this room.

Equipment and technology should be less than in the large meeting room but include:
- WiFi
- Network connections
- Wall-mounted television
- Accessible electrical outlets
- A clock

Conference Room

The Rosenbaum Ethnic Heritage Room which had been used as the trustee meeting room will be called the Conference Room and should continue as a meeting space. The room is intended to seat 14 people around a large conference table which could be refinished and reused with new chairs. Light refreshments will be served so the room should have a small refrigerator, small serving table, and a storage cabinet for paper products. The room should be equipped with a ceiling mounted projection screen and a wall mounted

projector. A large number of floor and wall plugs are needed. The locked glass-fronted cabinets with glass shelves could be reused to house historical library items. A clock should be included.

Part 2: Building Program

Chapter 11: Administration and Staff Work Areas

This chapter discusses design considerations for circulation, adult services, technical services, maintenance, administration, and Friends of the Library work spaces.

General Recommendations:
These areas house behind the scenes functions that are necessary to support successful and efficient public services. There will be several staff work areas:
- The circulation work area will be adjacent to the circulation desk near the library entrance.
- The adult services work area will be adjacent to the reference service desk.
- The children's work area will be adjacent to the children's room for convenient staff access and monitoring activities in the area.
- The technical services work area may be on a non-public floor but should be located near the delivery entrance/loading dock.
- Maintenance office and the supply area may be on a non-public floor, however custodial closets with storage should be placed throughout the building.
- Administrative offices provide space for the library director and support staff.
- Friends of the Library work space may be on a non-public floor.

The following recommendations apply to all of these work areas:

To maximize staff efficiency staff offices (circulation work area, reference work area, and technical services) may be combined in one large office space. Maintenance and administration should remain separate.

Traditional cubicles or work stations may be improved upon with an open concept. Work tables can be used in the center of the room. Some staff will still have traditional cubicles.

Safety and security of staff, materials and equipment should be a primary consideration in locating work areas. Work areas should not be dead-ended enclosed space where staff may be confined or isolated with patrons.

The arrangement of work spaces, the location of equipment, acoustical dampening, lighting and color scheme, should promote productivity and attention to detail over relatively long periods of time.

Task oriented lighting from lamps and fixtures should augment natural lighting from windows.

Work Areas
Space for individual expression, such as areas for green plants and wall space for decorations is helpful. Cork bulletin boards or a tackable surface should be placed at

workstations so staff can easily refer to schedules, procedural memos and other temporary notices. All work areas should have coat space/hooks and individual half- or box-lockers for employees' personal possessions.

Lockers
Lockers should be located near or in the staff areas. Each employee should have a locker. 35 lockers will be needed. To conserve space it is possible to use half-sized lockers.

Coat hooks should also be available upon entering a work area for volunteers or visitors.

Climate Control
In so far as possible, staff should be able to control their own climate.

Lighting
Natural lighting from windows is important for the morale of the staff but natural lighting ends in the late afternoon and on cloudy days. Proper lighting sufficiently illuminates an area regardless of the weather or the time of day. Directional recessed lights supplementing overhead light contributes to an efficient and productive work environment.

Comfort
The seating, work surfaces, and other furnishing must be comfortable and provide good ergonomic support. This is especially true for those working in the technical services area where long periods of time are spent in front of the computer. Computer workstations should be flexible in design allowing the staff member the ability to adjust the height of the computer screen, the height of the chair, etc. The chair itself should move and swivel to allow the worker to perform a wide range of activities. Space for book trucks at each work station is needed.

Computer Equipment
The librarian's role in the Information Age demands reliance on computers and related technology. Librarians create, maintain, and search local and remote databases; they use word processing equipment to write reports, letters, and other documents; they use spreadsheets and other productivity software to plan budgets and manage the organization.

Local area networks and connectivity are important aspects of a library's use of this technology. Design features must reflect the need to power and connect equipment in each workstation as well as among the different departments. J-channels, ramps, desk openings for bundled cables, and power poles will be important design features.

The workstation will need room for a variety of hardware, including some bulky equipment such as printers and paper supplies. Shelving for manuals and supporting documents is also important.

Screens
Placement of the monitor is also a primary concern. The screen should be approximately 18 inches from the worker's eyes and as low as possible. The screen should never be above eye level. In the best situation, the user will be able to raise, lower, tilt, and swivel the screen to suit their individual physical requirements.

Correct lighting can minimize visual fatigue. Artificial or natural light that is too bright can cause glare or a "wash-out" effect. Monitors should not be placed next to windows.

Technical Services
Location of this area is important to efficient operation. It should be close to an elevator and the delivery entrance for daily package delivery and mail. Traffic from other departments should not be flowing through the Technical Services work area. It is possible to locate both Technical Services and Adult Services together in the same area. Shared space would benefit everyone.

Closest to the elevator should be the package sorting area. This area should be large enough to accommodate a large work table, shipping and receiving tables, trash receptacles, recycling barrels, and mail sorting. There should be space enough for a few book trucks to temporarily sort books after they are unpacked.

A 36" high work counter will serve as a receiving and processing location. 29" high workstations on the perimeter of the area will have cabinets above and kneeholes below.

Ample electric outlets will be provided at mid-wall height.

There will also be file cabinets, and wall shelving. The area will also have a storage room separate from other library storage areas.

Book truck space for maneuvering heavily loaded trucks should be included beside each workstation. There may be dozens of book trucks in this area in various stages of processing.

Computer Network Server Room
Routers, hubs and switches need a climate controlled room. Ventilation is important and so is counter space for working on the system. Ample electric outlets are required. Lighting must be excellent. This area can be located within Technical Services and require an appropriately coded pass key to enter.

Security monitoring equipment could also be located in the Network Server Room. The building should have approximately 40 security cameras and central monitoring could be done here with a dedicated computer, monitor, and printer.

The computer network room should have a table and a chair for the technician's work space and a guest chair.

Administrative Offices
The Administrative Offices include office space for the Chief Librarian and an Administrative Assistant. The offices need to be accessible to patrons so the offices cannot be located in a staff-only area such as the basement. The offices should have glass doors to control sound and maximize visibility. The Chief Librarian's office should be connected to the reception area but allow for another means of egress.

The central shared space will include:
Upholstered chairs for guests
File cabinets
Storage cabinets for supplies

A storage room for the administrative office will include many cabinets, small refrigerator, large sink, counter space.

Director's Office
A brightly lit space with a "L" shaped desk with a comfortable moveable chair, computer and printer, conference table with four chairs for small meetings, phone, file cabinets and book shelves. There should be counter space for projects with project shelving above.

The office should have operable windows with screens preferably on two walls. Windows should have window coverings which can be open and closed to control light.

Administrative Assistant and Clerk's Office
The area also serves as a reception area and should be well lit and warm and inviting. Visitor chairs and coat rack should be located near the glass door entrance. The administrative assistant's "L" shaped desk should be at the other end of the room so visitors don't feel as though they are being watched.

The operable windows should have screens and honeycomb shades to control light.

There should be two desks, one for the Administrative Assistant and one for the Clerk. The Administrative Assistant's desk should face the door so visitors are immediately greeted upon entering the area. Each desk should be equipped with a computer and connected to a shared printer. The office copier and fax machine are located in the same area, able to be shared by everyone.

The area contains at least 6 four drawer file cabinets and a safe.

Friends of the Library
Donations of books are an everyday occurrence. Either near the main circulation desk or next to the elevator on another floor there needs to be a sorting and storage room for donations. This requires a large floor area with three six-foot long foldable tables, shelves for storage of boxed items for sale and a space for supplies. The storage area must be ventilated, climate controlled, and definitely not damp.

Staff Lounge
This area should be comfortable, warm, and inviting. It should be a place where staff come to enjoy a meal or take a break. It should have natural as well as supplemental lighting, and operable windows. It must be acoustically isolated from public service areas and located near staff restrooms, and staff mail boxes. Warm colors and a partially carpeted floor will help warm the atmosphere while controlling noise.

Furnishings include:
One large sink for cleaning coffee pots, serving trays, etc.
Full size refrigerator with freezer
4 small tables with chairs
Telephone
Hot and cold faucets
Ample cabinets
Microwave oven and toaster
Sofa
Ventilation near microwave and toaster
Clock

Maintenance Office
This area should be near the loading dock and elevator. It should contain ample storage shelves as well as cabinets and be located near a locked supply room with space for large equipment such as floor scrubbers and vacuum cleaners and janitorial carts.

The office should include:
Desk with moveable, comfortable chair
A chair for a visitor
Lockers for custodian and janitorial staff located directly outside or in the office
Workbench with area for repairs
File cabinet for manuals, warranties, inspection reports, etc.
Cabinets within the office with a place for labeling contents

Part 2: Building Program

Chapter 12: Heating Ventilation and Air Conditioning and Energy Conservation

This is a very complex subject which requires mechanical engineers working on intricate systems to provide the necessary controls. This chapter includes general guidelines for librarians and consultants to discuss with the experts.

Entrance
The entrance to the library should be protected from weather extremes by having supplemental heating and cooling over entrance doors. Offset doors are too difficult for patrons to navigate and should be avoided so supplemental heating and cooling will be required.

Heating and Cooling
The entire HVAC system throughout the building should operate with both cooling and heating all twelve months of the year. The goal should be to minimalize long-term operating costs. Some areas of the building will certainly be too cold and others too hot if only one system is operational at a time. Thermostatically controlled zones should be plentiful allowing for different temperature requirements in different parts of the building simultaneously. Since staff and patron areas will need thermostats, it is essential that all thermostats are locked in clear plastic covers because it is difficult to achieve agreement on temperature. Units with water flowing through them should not be above materials' shelves.

Material Storage
Library materials need to be UV protected and the heating and cooling needs to be in normal ranges typically about 70 degrees with average humidity. Archival storage in the Willis Room will require temperatures slightly lower than those preferred by adults. Archival conditions are slightly cooler and must be consistent.

Light
Library users and staff love natural light, however, natural direct sunlight or large windows make consistent temperature difficult to achieve and with UV filtering the books lighten considerably. Fitchburg has had vaulted ceilings with clerestory as well as garden views since the buildings were built. Staff and patrons are very accustomed to the sun drenched spaces. Staff and patrons are also very accustomed to computers that cannot be used on bright sunny days and that hundreds of books have dramatically faded. It is essential to have natural light, supplement it, and UV filter it.

Quiet Operation
Quiet air distribution can be accomplished with machinery rated for quiet operation, as well as remote location of noisy mechanical equipment either on the roof or outside the building. Patrons and staff should not notice when the heating and cooling system turns on; it should operate unobtrusively.

Oil Tanks
If heat will be supplied by an oil burner at least a 7,000 gallon underground oil tank will be needed. The tank will have to be lined to protect against accidental leakage. The tank should also have a mechanical or electronic way to gage the amount of oil in the tank and be alarmed in case of leakage.

Hot Water
Hot water for sinks throughout the building should be supplied by point-of-use water heaters near each sink.

Fresh Air Intake
Windows need to be screened and open to allow for fresh air flow throughout the building. When the building is sealed for heat or air conditioning, there needs to be a fresh air intake system that enters the building from a fume protected area not on the street as it currently is.

Energy Conservation
Independent, thermostatically controlled areas will go a long way in saving energy. When a space is not in use, such as meeting space, the thermostat could be set to reduce the amount of heat or air conditioning needed.

Insulated walls and double glazing with air space and fibers in the glass also insulates windows and window areas.

If study carrels are placed near windows, the windows should not extend to the floor, but should only be vision ports for the patron. Baseboard heating under the windows is one alternative to temper the cold air that penetrates the glass.

Thermostats on timers can reduce energy consumption when the library is closed.

New air conditioning and heating systems should be carefully considered for energy conservation, maintenance issues, and cost.

Lights can be motion activated in the various rooms. Lights in other less busy areas can be at a low level with other lights activated when the space is in use.

Ceiling fans should be installed where ceilings are unusually high.

It should be an objective to minimize the long-term costs associated with heating, cooling, maintenance, and repair costs. The design of the building and its supporting systems must be simple, reliable, and capable of easy and cost effective repair. The main idea is to keep systems simple, modular, easy to access and repair, and to use passive systems, instead of active, where possible.

Part 3: Functional Area Sheets

This part of the Building Program lists activities for each area, expected occupancy, furnishings and equipment, seating, materials, and identifies areas in its proximity.

<u>Name of Area</u>
Administration Office
Book Stacks
Book Storage
Cell Phone Zone
Circulation Area
Circulation Staff Work Area
Computer Network Room
Conference Room
Director's Office
Entrance and Lobby
Friends
Group Study Rooms
Local History Room
Magazines and Newspapers (Current)
Maintenance Office
Maintenance Storage
Maker Space
Multi-Purpose Room
New Books
Non-Print
Reference and Computer Center
Reference Staff Work Area
Small Meeting Room
Staff Break Room
Technical Services and Cataloging
Teen Area
Youth Fiction and Non-Fiction
Youth Homework Center
Youth Non-Print
Youth Pre-School Area
Youth Program Area
Youth Service Desk and Work Area

Area-by-Area Description

AREA NAME: ADMINISTRATIVE OFFICE

FUNCTION: Library administration, reception, typing, computing, record keeping, and bill paying.

RELATIONSHIPS (to other areas and functions): Connected to Director's Office, staff bathroom and small kitchen/supply room and near Conference Room

SIGHTLINES: Able to see anyone approaching door

SPECIAL REQUIREMENTS:
- Door to library has glass and a shade or curtain
- Natural light with screened windows that open to the outside
- Pleasant with warm colors

SEATING:
- 2 upholstered guest chairs
- 1 ergonomic desk chair

COLLECTIONS: Historical records of Trustees' Minutes—9 linear feet

OCCUPANCY: 1 staff member

FURNITURE AND EQUIPMENT
- 1 desk at least 5'x3' with a return and an ergonomic chair
- Computer workstation
- Photocopier with networking capabilities for printing, faxing, scanning, and coping
- Telephone
- Built in legal sized file cabinets with 24 drawers
- 3-drawer lateral file legal sized
- Under counter safe
- 2 upholstered guest chairs

CASEWORK:
- Built in cabinets for storage—may repurpose existing
- Coat closet
- Counter tops on file cabinets

LIGHTING:
- Task lighting for the desk
- Efficient room lighting

TECHNOLOGY (Computers and peripherals)

- Computer workstation
- Networked copier print, copy, scan and fax

TELECOMMUNICATIONS (telephone, data):
- Telephone
- Alarm system connected to Police Station

ACOUSTICS:

FINISHES:
- Carpeted floors
- Painted walls and trim
- Durable countertops

STORAGE:
- Coat closet
- 3 full height cabinets for supply ctorage
- 6 kitchen style cabinets
- Small refrigerator

OTHER CONSIDERATIONS: Attached kitchen/supply room with small refrigerator, microwave, sink, coat closet, 2 full height cabinets for supply storage, 6 kitchen style cabinets for supplies

NET SQ. FT.: 300 sq. ft. plus 105 sq. ft. kitchen/supply room

ADDITIONAL NOTES:

Area-by-Area Description

AREA NAME: BOOK STACKS

FUNCTION: Browsing, reading and research in circulating book collection

RELATIONSHIPS (to other areas and functions):

SIGHTLINES: Visible to Reference and/or Circulation desks

SPECIAL REQUIREMENTS:
- Well organized sequential layout
- Areas for different collections—Large print, Fiction, Mysteries, Science Fiction, Fantasy Fiction, Nonfiction, Foreign Languages
- End panel displays to indicate type and subject of materials in stacks
- End panel displays for materials, signage and handouts
- Stand-up OPAC stations spread throughout the stacks
- Security cameras for major walkways
- Keep shelves at least one foot off the floor and have the top shelf at a maximum of six feet

SEATING:
- Numerous kickstools

COLLECTIONS: 125,000 books, regular and oversized

OCCUPANCY: All occupants are transient
       PATRONS: 16   **STAFF:** 2   **VOLUNTEERS:** 2

CASEWORK:
- Finished end panels in natural wood
- Shelves for OPACs with a protected space for a CPU

LIGHTING: Lighting to illuminate all books from the top shelf to the bottom. Lighting can be minimal with stronger motion-sensor lighting when a person is present.

TECHNOLOGY (Computers and peripherals):
- 5 OPACs, or what makes sense when space is designed, at the ends of some stacks

TELECOMMUNICATIONS (telephone, data):
- 2 electrical and network drops every 4-5 ranges
- Wireless capability throughout the stacks

FINISHES: Steel shelving units with naturally finished wooden end panels

OTHER CONSIDERATIONS:

NET SQ. FT.:

Area-by-Area Description

AREA NAME: CLOSED STACK STORAGE

FUNCTION: Space for rarely used reference books and periodicals, as well as titles that need additional security.

RELATIONSHIPS (to other areas and functions): Staff only space

SPECIAL REQUIREMENTS: Compact shelving

SEATING:
- 2 office chairs
- Small table

COLLECTIONS: Bound, loose, and microfilmed periodicals and reference, fiction and non-fiction books

OCCUPANCY:
> **STAFF** 2 maximum

FURNITURE AND EQUIPMENT: Kickstools

LIGHTING: Bright motion-sensor lighting

TECHNOLOGY (Computers and peripherals):
- One data drop
- Wireless connection

NET SQ. FT.: 735 linear feet of materials

Area-by-Area Description

AREA NAME: CIRCULATION AREA

FUNCTION: Greet patrons, issue library cards, check materials in and out, answer the telephone, display promotional materials and bookmarks, highlight seasonal or themed collections

RELATIONSHIPS (to other areas and functions): Near
- Street entrance
- Youth Library entrance
- Large meeting space
- Friends book store area
- Automatic book return
- Circulation work room

SIGHTLINES: Able to see Information/Reference desk(s) and doors to meeting and study rooms, local history room, computer lab, teen center, new book room and Youth Library entrance

SPECIAL REQUIREMENTS:
- Circulation workroom should be easily accessible from the desk. Anyone in the workroom should be able to easily see or be contacted when additional help is needed at the desk
- Anti-fatigue mats at each work station

SEATING:
- 2 tall ergonomic staff task chairs
- 1 desk height ergonomic staff task chair

COLLECTIONS:
- Recently returned materials on 4 book trucks waiting to be moved
- Holds for patrons—60 linear feet, with some for the public to select for self-checkout and some behind the desk for high theft materials
- CD and DVD collections too large for security cases—36 linear feet
- Book club books—3 linear feet
- Interlibrary loan items in process—3 linear feet

OCCUPANCY:
    PATRONS 10 being helped or waiting for assistance
    STAFF 3 waiting on patrons

FURNITURE AND EQUIPMENT:
- Circulation desk with two stand up workstations and 1 low workstation for wheelchair access
- Drawers and shelving for supplies and collections mentioned above

- Shredder
- 3 recycle bins
- 3 waste baskets
- 6 book trucks for recent returns

CASEWORK:
- Stand up circulation desk with cut outs for three workstations, one at wheelchair height
- Counter with durable top surface. Between workstations on staff side counter should be wide enough to allow room for a work surface protected from people on the other side of the counter.
- Drawers, cabinets and shelves for supplies

LIGHTING:
- Overhead lighting suitable for computer use

TECHNOLOGY (Computers and peripherals):
- 3 computer workstations, each with a receipt printer, a shielded RFID pad, a barcode scanner, and a magnetic detacher for the Kwik Case security
    - CPUs should be under the counters.
    - Computers should be networked to printer in Circulation Workroom
- Cash register for collection of payments easily accessed from each of the workstations
- Locking charging cart for laptops and tablets
- Three self checkout stations with receipt printers, barcode readers and RFID capability, all easily accessible from the circulation desk
- Automatic return system to sort materials into at least 5 bins—This could be in the Circulation Workroom behind the desk area.
- Mounted, flat-screen, monitor for sharing of library information can be on wall behind desk or in general area

TELECOMMUNICATIONS (telephone, data):
- 3 telephones
- 1 additional data drop

ACOUSTICS: This is the busiest location in the library with the inherent noise that accompanies many people in close proximity. Area should be buffered, but not closed off, from the rest of the library.

FINISHES:
- Durable counter top
- Natural wood
- Painted walls
- Floor should be a smooth surface for ease in moving bookcarts

STORAGE:
- Drawers, shelving and cabinets for supply storage

OTHER CONSIDERATIONS:
- Large wall clock viewable from across the room

NET SQ. FT.:

ADDITIONAL NOTES:

Area-by-Area Description

AREA NAME: CIRCULATION STAFF WORKROOM

FUNCTION: Circulation processing activities including checking-in books from delivery and preparing daily shipments; preparing overdue bills for mailing; using computers for materials handling, preparing promotional items and printing; sorting materials for repairs, shelving, holds, etc.

RELATIONSHIPS (to other areas and functions): Behind Circulation Desk separated by a half-glass wall with operable blinds.

SIGHTLINES: View of Circulation Desk

SPECIAL REQUIREMENTS:
- Screened windows that open

SEATING:
- 5 ergonomic staff desk chairs
- 2 "bar" stools for work counter
- 2 step stools

COLLECTIONS:
- 6 stacks of delivery bins—those being filled and awaiting pickup, those recently delivered, extras
- Problem items—6 linear feet
- Books and other items being processed—30 linear feet

OCCUPANCY:
    STAFF 5

FURNITURE AND EQUIPMENT:
- 2 desks with computer workstations and 4 ergonomic chairs with casters
- 12' long, 29" high, 30" deep work counter with knee spaces for 3 people to sit
- Cabinets below and shelves above work counter
- 4'x8' counter high surface for sorting materials, processing materials. Could be on casters or could be top of file cabinets.
- 2 4-drawer file cabinets
- Range of map drawers for storage of posters and large sheets of paper
- Shelving with many compartments for different papers
- 2 telephones
- 6 book trucks
- 2 waste baskets
- 2 recycle bins
- shredder

- 10 3-foot, wall-mounted shelves for 200 materials
- sink
- bulletin board
- paper cutter
- electronic cutting machine
- Wall clock

CASEWORK:
- Built in 12' long, 29" high, 30" deep work counter with durable surface and knee spaces for 3 people to sit
- Cabinets below and shelves above work counter

LIGHTING:
- Bright task lighting at each work area.
- Motion sensor room lighting

TECHNOLOGY (Computers and peripherals):
- 2 computers with receipt printers, barcode readers, shielded RFID pads and networked to copier and color printer
- 1 networked printer/copier/scanner/fax
- Color printer

TELECOMMUNICATIONS (telephone, data):
- 2 telephones
- Network drops at each desk and at least four others around the room

FINISHES:
- Smooth floor for ease of moving book trucks
- Painted walls

STORAGE:
- Coat closet
- 10 locked compartments for personal belongings
- Drawers and cabinets or a walk in closet, for supplies
- 2 4-drawer file cabinets

OTHER CONSIDERATIONS:

NET SQ. FT.:

ADDITIONAL NOTES:

Area-by-Area Description

AREA NAME: COMPUTER NETWORK ROOM

FUNCTION: Where switches, servers, routers and other equipment for library's computer network including connections to C/W Mars and the City's system are located. Security monitoring equipment is also here. New equipment is prepared for use and spare parts and manuals are stored here.

RELATIONSHIPS (to other areas and functions): Technical Services Workroom

SPECIAL REQUIREMENTS:
- Specially zoned for heating a cooling.
- Locked door to prevent casual entry
- Contain a UPS to enable systematic shutdown in case of a power outage

SEATING:
- 2 ergonomic task chairs

COLLECTIONS: 10 linear feet of manuals, warranty papers, and catalogs

OCCUPANCY:
  STAFF 2 at most

FURNITURE AND EQUIPMENT:
- Wall mounted racks for equipment
- Electronic workstation with barcode scanner, and shielded RFID pad
- 10' desk-height counter with 10 electrical outlets and network drops
- All necessary computer switches, routers, servers for equipment in Library
- 1 3-drawer file cabinet, letter sized
- Cabinets and drawers for storage of supplies, equipment, tools and parts
- Security DVR and monitor to monitor building
- 10 linear feet of shelving for manuals and books
- Large flat-top cart to move equipment
- Wall clock
- Waste basket
- Recycle bin

CASEWORK:
- Built in counter with drawers below and a double-wide kneehole for seating 2 people

LIGHTING: Bright lights on motion sensors.

TECHNOLOGY (Computers and peripherals):
- 1 computer workstation with barcode scanner and shielded RFID pad

- Existing switches, routers and other equipment in the rack
- Security DVR computer with monitor
- Printer or could be networked to printer in Technical Services)

TELECOMMUNICATIONS (telephone, data):
- Telephone
- 10 network data drops

FINISHES:
- Smooth floor for ease of cleaning
- No fabrics

STORAGE:
- A cabinet for supplies and parts
- Drawers for tools

OTHER CONSIDERATIONS:

NET SQ. FT.: 100 sq. ft.

ADDITIONAL NOTES:

Area-by-Area Description

AREA NAME: CONFERENCE ROOM

FUNCTION: Meeting space for Board of Trustees and other groups needing conference style space with the ability to serve light refreshments.

RELATIONSHIPS (to other areas and functions):
- Near Administrative Offices, possibly accessed from the offices as well as the Library.

SIGHTLINES: Door needs to have glass in it and be visible from a public service desk.

SPECIAL REQUIREMENTS:

SEATING:
- Comfortable conference style table seating for 14

COLLECTIONS:
- Miscellaneous Library artifacts

OCCUPANCY: 20 people—14 at the table and space for 6 others in the room

FURNITURE AND EQUIPMENT:
- Refurbished existing table with 14 comfortable chairs
- Small refrigerator
- Wet sink
- Sideboard with cabinets below for serving food and storage of supplies
- Ceiling or wall mounted projection screen
- Wall and floor electrical outlets
- Network data drop on each wall
- Art hanging rail system

CASEWORK:
- Built in display cabinets—Refurbish and reuse existing cabinets with new locks
- Sideboard—Refurbish and reuse existing credenza with the addition of a lock

LIGHTING:
- Lighting varied for different tasks
  - Dimmable ceiling lights on different switches for specific lighting in certain areas
  - Directional lighting for highlighting art works

TELECOMMUNICATIONS (telephone, data):
- Network data drops on all four walls and in the floor

FINISHES:
- Warm colors
- Painted walls
- Carpeted floor

STORAGE:
- Sideboard with cabinet for supplies
- Glass fronted wall cabinets for displays, locked

OTHER CONSIDERATIONS:

NET SQ. FT.: 450 sq. ft.

ADDITIONAL NOTES:

Area-by-Area Description

AREA NAME: DIRECTOR'S OFFICE

FUNCTION: Administrative, small group meetings and individual meetings

RELATIONSHIPS (to other areas and functions):
- Connected to Administrative Office
- Close or connected to Conference Room

SIGHTLINES:
- Ability to see anyone approaching door to Library
- Ability to see person working in Administrative Office

SPECIAL REQUIREMENTS:
- Soundproof
- Natural light with outside screened windows
- Private but not isolated
- Zone controlled HVAC

SEATING:
- 1 ergonomic desk chair with arms
- 4 chairs at a table
- 1 chair chair

COLLECTIONS:
- Trustee minutes—9 linear feet

OCCUPANCY:
       STAFF 1   PATRONS/OTHERS 4

FURNITURE AND EQUIPMENT:
- Large desk at least 5'x3' with a return and an ergonomic chair
- Electronic work station networked to copier/printer in Administrative Office
- 4 chairs at a small table
- 1 guest chair
- 24 linear feet of shelving
- Coat closet with lock
- 2 2-drawer file cabinets
- Art display rails
- Wall clock
- Waste basket
- Recycle bin

CASEWORK:

LIGHTING:
- Bright room lighting
- Desk/task light

TECHNOLOGY (Computers and peripherals):
- Computer workstation networked to City and to printer/copier in Administrative Office
- Printer

TELECOMMUNICATIONS (telephone, data):
- Telephone
- 2 network data drops

ACOUSTICS:
- Soundproof office

FINISHES:
- Carpeted floor
- Painted walls
- Shades or curtains on windows

STORAGE:
- Coat closet with lock
- 2 2-drawer letter sized file cabinets

OTHER CONSIDERATIONS:

NET SQ. FT.: 250 sq. ft.

ADDITIONAL NOTES:

Area-by-Area Description

AREA NAME: ENTRANCE AND VESTIBULE

FUNCTION: Welcoming portal for all library users. Secure after hours exit from Large Meeting Room between two sets of doors.

RELATIONSHIPS (to other areas and functions):
- Connected to Large Meeting Room

SIGHTLINES:
- Visible from Circulation Desk and Information or Reference Desk

SPECIAL REQUIREMENTS:
- Lots of glass so it is clear when building is open, however not at ground level.
- Should have a vestibule between two sets of doors to transition from outside to in.
- Doors should be automatic and offset with clear indications of how to navigate from one to the other.
- Doors need to be able to be set open when airflow is needed.
- Welcoming materials, clean lines, void of major signage or postings.
- People exiting have to pass through security gates which need to be in close proximity to a public service desk for ease of stopping people if the alarm is triggered.

SEATING: No seating.

COLLECTIONS: No collections. Possibly a built in display cabinet.

OCCUPANCY:
Vestibule **PATRONS** People passing through as individuals or small clusters of 2-6

FURNITURE AND EQUIPMENT: Waste basket

CASEWORK: Built-in, glass fronted, lit display case.

LIGHTING:
- Bright enough to indicate when the Library is open
- The built-in display should be lit.

TECHNOLOGY (Computers and peripherals): None

TELECOMMUNICATIONS (telephone, data):
- Security camera or two focused on the entrance and the meeting room exit door.

ACOUSTICS: Area needs to have sound dampening materials to prevent loud sounds from reverberating and leeching into the Library.

FINISHES:
- Floor should be smooth and easily cleaned.
- The vestibule can be a durable weather resistant carpet.
- Walls painted.

STORAGE: None

OTHER CONSIDERATIONS:

NET SQ. FT.: Vestibule , Lobby TBD

ADDITIONAL NOTES:

Area-by-Area Description

AREA NAME: LOBBY

FUNCTION: Gathering place, meeting place, orientation, entrance to Large Meeting Room and Youth Library, and open to Adult Library.

RELATIONSHIPS (to other areas and functions):
- Part of Circulation Desk Area
- Connected to Youth Library
- Near Friends Book Sale Room

SIGHTLINES: Visible from Circulation Desk and Information or Reference Desk

SPECIAL REQUIREMENTS:
- Space needs to allow for several people to congregate at the circulation desk and self-checkout stations, and others to be passing through, stopping to read the information monitor, and checking the OPAC and the holds shelf.

SEATING: A flat, chair height surface near entrance for someone to wait for a taxi.

COLLECTIONS:
- Small transient collections of materials displayed on movable carts

OCCUPANCY:
> **PATRONS** 25

FURNITURE AND EQUIPMENT:
- Vertical display case
- Horizontal display case
- Circulation desk (see that Description Sheet)
- Waste basket
- Wall clock

LIGHTING:
- Bright

TECHNOLOGY (Computers and peripherals):
- 3 Self service checkout stations
- Automated book sorting equipment—can be behind a wall but return slot should be in lobby
- An OPAC
- Mounted, flat-screen, monitor for sharing of library information.

TELECOMMUNICATIONS (telephone, data):

- Network data connections for 3 self-service checkout stations, , 1 OPAC, and mounted information monitor
-

ACOUSTICS:
- Area needs to have sound deadening materials to limit sound entering other areas

FINISHES:
- Smooth floor easy to move book trucks across
-

OTHER CONSIDERATIONS:

NET SQ. FT.:

ADDITIONAL NOTES:

Area-by-Area Description

AREA NAME: FRIENDS OF THE FITCHBURG PUBLIC LIBRARY BOOK STORE

FUNCTION: Ongoing book sale with space for receiving and sorting

RELATIONSHIPS (to other areas and functions):
- Close to Circulation Desk/Lobby Area

SIGHTLINES: Visible from Circulation Desk

SEATING:
- 2 office chairs

COLLECTIONS:
- 150 linear feet of shelving for book sale items

OCCUPANCY:
     PATRONS 5   **VOLUNTEERS** 2

FURNITURE AND EQUIPMENT:
- Small desk with a couple of drawers
- Cash register—repurpose existing
- 4'x8' Table for sorting new gifts
- Waste basket
- Recycle bin
- Wall clock

LIGHTING: Bright lights

FINISHES:
- Smooth floor
- Painted walls

STORAGE:
- 1 large closet with lock and shelves for book storage
- 1 small closet with lock for volunteers coats and personal items

OTHER CONSIDERATIONS:

NET SQ. FT.: 400 sq. ft.

ADDITIONAL NOTES: Sorting area with a table and a chair can be located elsewhere

Area-by-Area Description

AREA NAME: GROUP STUDY ROOMS

FUNCTION: Meeting space for group study of 2-6 people

RELATIONSHIPS (to other areas and functions): In proximity public service desks.

SIGHTLINES: Visible from staffed areas.

SPECIAL REQUIREMENTS: Rooms need to be enclosed but have visibility for security and safety of users.

SEATING:
- 4 Group Study Rooms with Table Seating for 4
- 2 Group Study Rooms with Table Seating for 6

OCCUPANCY:
   PATRONS 4 in 4 rooms, 6 in 2 rooms

FURNITURE AND EQUIPMENT:
- Table with electrical outlets for plugging in laptops
- 4 or 6 ergonomic chairs
- Waste basket in each room
- Recycle bin in each room

LIGHTING:
- Good task lighting that doesn't interfere with computer screens

TELECOMMUNICATIONS (telephone, data):
- Wireless network
- Security camera

ACOUSTICS:
- Rooms soundproofed to allow normal conversation to not interrupt adjacent spaces

FINISHES:
- Carpeted floor
- One wall glassed for visibility—smoked glass is possible to give illusion of privacy
- Doors with glass

OTHER CONSIDERATIONS: Glass doors need to lock.

NET SQ. FT.: 416 sq. ft.

ADDITIONAL NOTES:

Area-by-Area Description

AREA NAME: LOCAL HISTORY ROOM

FUNCTION: Researching local history and genealogy, people, events, official records, genealogical records, church records using books, newspapers, photographs, the Internet, and microfilm.

RELATIONSHIPS (to other areas and functions):
- Reference Desk

SIGHTLINES:
- Door should be visible from Reference Desk

SPECIAL REQUIREMENTS:
- Quiet area with controlled temperature
- Window in door for security
- Ultra violet light protection on any windows

SEATING:
- Table Seating for 8
- Desk Seating for 1

COLLECTIONS:
- Maps in a map case
- Paper files in file cabinets with locks
- 5,000 books on 254 12" deep, adjustable steel shelving
- 40 3' shelves, 18" deep in a glass doored case with locks

OCCUPANCY:
PATRONS 8 at tables with room to spread out   STAFF 1

FURNITURE AND EQUIPMENT:
- Steel shelving—254 shelves, 12" deep
- Map case 33"x38" with drawers
- 3 f-drawer file cabinets with locks
- Built in, 18" deep cabinet with 40 shelves, glass doors and locks
- 2 4'x8' tables with 4 chairs each and built in power outlets
- Small desk for staff use when room is open
- Wall clock
- Waste basket
- Recycle bin

CASEWORK:
- Glass front cabinet with locks and 40 18" deep shelves

LIGHTING:
- Bright motion sensor lighting
- Desk lamp on staff desk

TECHNOLOGY (Computers and peripherals):
- 2 computer workstations
- Printer
- Digital microfilm reader

TELECOMMUNICATIONS (telephone, data):
- Networked security camera

FINISHES:
- Room should have warm colors evoking a subdued atmosphere
- Carpeted floor
- Painted walls
- Art display rails

STORAGE:

OTHER CONSIDERATIONS:

NET SQ. FT.: 1,560 sq. ft.

ADDITIONAL NOTES:

Area-by-Area Description

AREA NAME: MAGAZINES & NEWSPAPERS (current)

FUNCTION: Browsing, reading and borrowing recent magazines and reading daily newspapers.

RELATIONSHIPS (to other areas and functions):

SEATING:
- Table seating for 8—4 at 2 tables
- Arm chair seating for 4

COLLECTIONS:
- 40 magazine titles plus 12 recent back issues
- 20 newspaper titles plus 2 months of back issues
- 40 free publication titles

OCCUPANCY:
     PATRONS 12

FURNITURE AND EQUIPMENT:
- 4 magazine shelving sections, 66"high, double sided, hinged periodical shelving units, with storage under slanted shelves with end panels
- 100 sections covered with Plexiglas for newspaper display
- 2 large tables
- Waste basket

LIGHTING: Bright lighting

TELECOMMUNICATIONS (telephone, data):
- 1 network data connection
- Electrical outlets

FINIISHES: Carpeted, warm colors

STORAGE: Open shelves for back issues of newspapers

NET SQ. FT.: 750 sq. ft.

ADDITIONAL NOTES:

Area-by-Area Description

AREA NAME: MAINTENANCE OFFICE

FUNCTION: Small repairs, administrative paper work, storage of tools and hardware, record keeping for inspection services, maintenance schedules, and times sheets, and storage of paper goods for bathrooms.

RELATIONSHIPS (to other areas and functions): A door leading into maintenance storage closet, close to delivery entrance and elevator

SPECIAL REQUIREMENTS: Flexible, easily adjustable shelving, lockable cabinets including a large shallow cabinet for mounting tools behind locked doors. Electrical outlets for charging batteries should be included inside office as well as cabinets.

SEATING:
- 1 office chair
- 1 guest chair

COLLECTIONS: 6 linear feet of shelving for manuals for maintenance equipment and catalogs.

OCCUPANCY:
> **STAFF** 1 and 1 guest

FURNITURE AND EQUIPMENT:
- Small desk with a file drawer
- Computer
- Work table
- Wall clock
- Waste basket
- Recycle bin
- Vice mounted to work table

CASEWORK: Build in cabinets and shelves for storage of tools, some supplies and other paraphernalia.

LIGHTING: Bright service lighting

TECHNOLOGY (Computers and peripherals):
- A computer networked to library printers

TELECOMMUNICATIONS (telephone, data):
- Telephone
- Network data connection

FINISHES:

- Smooth floor easily cleaned
- Painted cabinets
- Steel shelves

STORAGE:
- Cabinets for tools and hardware
- Cabinets and shelves of varying depths for a variety of supplies

NET SQ. FT.: 400 sq. ft.

Area-by-Area Description

AREA NAME: MAINTENANCE STORAGE

FUNCTION: Storage of outside equipment, tools and chemicals such as a lawn mower, a snow blower, rakes, brooms, shovels, trimmers, hoses, wheelbarrow, ladders, ice melt, and fertilizer.

RELATIONSHIPS (to other areas and functions): Proximity to staff entrance with entrance into Maintenance Office

SEATING: One chair or rolling stool.

OCCUPANCY:
> **STAFF** 1

FURNITURE AND EQUIPMENT:
- Organized hanging system for rakes, trimmers, hoses, shovels, brooms, ladders etc.
- Some shelving for smaller items and gasoline and other flammables
- Raised platform for bags/buckets of ice melt and other similar materials to be raised off floor.

LIGHTING: Bright lights

TELECOMMUNICATIONS (telephone, data):
> Electrical outlets

FINISHES:
- Surfaces in a material that is easily cleaned.

STORAGE:
> Outdoor supplies such as ice melt, gasoline, oil

OTHER CONSIDERATIONS: Two doors—one to the outside and one into the building.

NET SQ. FT.:150 sq. st.

Area-by-Area Description

AREA NAME: MAKER SPACE

FUNCTION: Community space for technology and life skills programs for adults, teens and children including, but not limited to CAD design, 3D printing, video and audio production and editing, sewing, digital art and design, tape to digital transfer, etc. Students and adults will apply science technology, engineering, math and creativity to solve problems and create things.

RELATIONSHIPS (to other areas and functions): Staffed service desk

SIGHTLINES: Visible from a staff service desk

SPECIAL REQUIREMENTS:
Must accommodate a wide range of activities, tools and materials, and be flexible enough to incorporate new technologies and functions. Space should be well-lit with room to spread out and to work collectively. There should be distinct but flexible areas for various functions. Furnishings need to be sturdy in design. Ventilation is important.

SEATING:
- 8 stools at counter-height lab-style tables
- 4 chairs at 2 tables
- 3 chairs at 3 computer workstations

COLLECTIONS:
- 6 issues of 3 magazines
- 100 linear feet of books and manuals divided among different functions

OCCUPANCY:
PATRONS 19 STAFF/VOLUNTEERS 2

FURNITURE AND EQUIPMENT:
- 1 sturdy, vibration proof table for 3D printer
- 1 green screen for video production
- 3 computer workstations with chairs
- 2 moveable lab-style tables with 4 stools each
- 2 tables with 4 chairs each

CASEWORK: Cabinets and closets for storage, small bookshelves in different areas

LIGHTING: Bright lighting

TECHNOLOGY (Computers and peripherals):
- 3 computer stations—1 with dual monitors for creating and editing video
- Electrical outlets everywhere

- Wall-mounted flat screen television and speaker system for teaching and collaborating
- 3D printer

TELECOMMUNICATIONS (telephone, data):
- Network drops everywhere

ACOUSTICS: Room should be soundproofed to prevent distruption of other library services.

FINISHES: Smooth floor, painted walls.

STORAGE: Cabinets and closets for storage of supplies

NET SQ. FT.: 1,500 sq. ft.

Area-by-Area Description

AREA NAME: MULTI-PURPOSE ROOM

FUNCTION: A variety of Library and community programs for adults, children and teens including meetings, lectures, video screenings, displays, art exhibits, book sales, performances, and more.

RELATIONSHIPS (to other areas and functions): Room needs to be able to be closed off from the rest of the building to allow after-hours use so needs access to public restrooms and a small kitchen area.

SIGHTLINES:

SPECIAL REQUIREMENTS:

SEATING:
- 150 stacking chairs with upholstered seats and back and no bar across space between front legs

OCCUPANCY:
150 persons in different configurations of staff, patrons, volunteers, and city employees

FURNITURE AND EQUIPMENT:
- A raised platform, Murphy-style stage, or a pull-out stage at one end of the room
- Wall hanging system for artwork with appropriate focused lighting
- 10 folding, or nesting, tables
- Podium with electric and network connections
- Small kitchen with refrigerator, full-sized sink, a hand sink, microwave oven, counter and locking storage space with cabinets and drawers, closet for cleaning supplies—broom, wet mop, bucket
- Closable pass through from kitchen
- Food service counter or cabinet with electrical outlets along top
- Security gate for after hours use—restroom access must be maintained
- Divider to split room in two unequal parts
- Drapery or window shades to darken room during daytime use
- Wall clock in each section of room
- Waste baskets, both large and small
- Recycle bins

CASEWORK:

- Built in cabinets in kitchen area
-

LIGHTING:
- Lighting focused on walls for art work
- Bright lighting that can be turned on or off in different areas of the room and can be dimmed as needed
- Bright, adjustable lighting focused on stage area
-

TECHNOLOGY (Computers and peripherals):
- Ceiling mounted digital video projector
- Wall or ceiling mounted projection screen
- Large flat-screen TV
- Speaker system for TV, computer and microphone use that allows control from podium and rear of room
- Security cameras to monitor entrance and both rooms
- All electronic connections accessible at podium

TELECOMMUNICATIONS (telephone, data):
- Electrical outlets throughout the room
- Network data drops throughout the room
- Access to wireless system

ACOUSTICS: Acoustical qualities appropriate for video, music, speakers and audience participation

FINISHES:
- Carpets in main room
- Easily cleaned flooring in kitchen area and restrooms
- Painted walls

STORAGE:
- Closets for all chairs and tables, podium
- Closet for cleaning supplies including brooms and wet mop
- Cabinets in kitchen for food service, coffee maker and other small appliances

NET SQ. FT.: 1,500 sq. ft.

Area-by-Area Description

AREA NAME: NEW BOOKS

FUNCTION: Browse new materials on low shelves and on face out displays, and select items to check out or read in the library. Users may sit for a few minutes to peruse their selections. Seasonal, special topics and promotional displays will also be on view here.

RELATIONSHIPS (to other areas and functions): Lobby

SIGHTLINES: Visible from one or more service desks

SPECIAL REQUIREMENTS:

SEATING:
- 3 chairs at 3 small tables
- 6 chairs at 3 side tables
- 3 cushioned chairs with a side table each

COLLECTIONS: Rotating collection of new books—fiction, non-fiction and large print, new oversize books, new books on CD, new paperbacks

OCCUPANCY:
    PATRONS 5   **STAFF/VOLUNTEERS** 1 moving through

FURNITURE AND EQUIPMENT:
- 3 small tables with one chair each
- 3 clusters of two chairs with a side table between each pair
- 3 individual cushioned chairs with side tables
- Waste basket

LIGHTING: Bright lighting

TECHNOLOGY (Computers and peripherals):
- 1 OPAC computer

TELECOMMUNICATIONS (telephone, data):
- Network data drop for OPAC and 1 other computer

ACOUSTICS: Area should be a quiet space with no ambient noise.

FINISHES: Carpeted floor, painted walls

NET SQ. FT.: 1,500 sq. ft.

Area-by-Area Description

AREA NAME: NONPRINT (Adult Library)

FUNCTION: Browsing and selecting music CDs, audiobooks on CD, DVDs, and art prints.

RELATIONSHIPS (to other areas and functions): Proximity to Circulation and New Books

SIGHTLINES: Visible from a public service desk

SPECIAL REQUIREMENTS: CDs and DVDs are stored in Kwik cases from Gressco. Display units and shelving must accommodate these security cases. DVD shelving should have a back lip to prevent materials from sliding off the back. Art print display bins should be of varying sizes to accommodate the framed pieces.

SEATING: 4 chairs

COLLECTIONS: 17,000 non-print materials in varying formats
- 145 linear feet of music CDs in Kwik Cases
- 315 linear feet of shelving for DVDs in Kwik Cases
- 150 linear feet for audiobooks on CD
- 5 bins for Art Prints of varying sizes

OCCUPANCY:
> **PATRONS** 10   **STAFF /VOLUNTEERS** 1 assisting patrons or shelving materials

FURNITURE AND EQUIPMENT:
- Drawer units with alphabetic dividers to easily locate CDs sorted by genres
- Low shelves with the bottom shelf in use at least 18" off the floor for ease of viewing materials

LIGHTING: Brightly lit area

NET SQ. FT.: 2,000 sq. ft.

Area-by-Area Description

AREA NAME: REFERENCE

FUNCTION: Answer research questions for adults and children in grade 7 and up. Contact is in-person, by telephone and by email. Provide reference, directional help, reader's advisory service. Monitor and instruct in use of electronic resources. The public reads, browses, studies, and uses library computers and personal devices. The public plugs in their own devices at chairs, tables, and study carrels.

RELATIONSHIPS (to other areas and functions): Close to public photocopier, networked staff multi-function printer, some OPACS, closed reference materials and items on open shelves, reference staff workroom, microfilm readers

SIGHTLINES: Staff should have a view of the Computer Center, the Study Rooms, other computers and generally as much as possible of the Library.

SPECIAL REQUIREMENTS: Convenient to photocopier and networked public printer

SEATING:
- 2 chairs at the reference desk (s) for staff
- 2 chairs for the public seeking help
- 6 chairs at nearby computers
- 6 chairs at electrified, individual study carrels
- 8 chairs at two tables

COLLECTIONS:
- 36 linear feet of closed reference shelving behind the desk
- ?

OCCUPANCY:
>   **PATRONS** 30   **STAFF/VOLUNTEERS** 2

FURNITURE AND EQUIPMENT:
- Reference desk seating two librarians
- 36 linear feet of shelving for closed reference (high theft, frequently used items) at only 42" high to maintain sightlines and to define the desk area
- 8 file drawers
- Space for 3 book trucks
- 6 individual study carrels with power and low dividers to minimize privacy
- ? microfilm cabinets
- Atlas case

LIGHTING: Bright overhead lighting

TECHNOLOGY (Computers and peripherals):
- printer with scanner

- 2 staff computer workstations with barcode readers
- 6 public computers for the public including 2 adaptive computers for the disabled
- 3 digital microfilm readers networked to public printer

TELECOMMUNICATIONS (telephone, data):
- 2 telephones
- extra network drops

FINISHES:
- Carpeted floor

STORAGE:
- 8 file drawers
- 3 book trucks for temporary storage
- microfilm cabinets

NET SQ. FT.: 2,025 sq. ft.

Area-by-Area Description

AREA NAME: COMPUTER CENTER

FUNCTION: Classroom style computers workstations for group instruction and for daily use with Envisionware Reservation system.

RELATIONSHIPS (to other areas and functions): Proximity to Reference Desk

SIGHTLINES: Visible from Reference Desk

SPECIAL REQUIREMENTS: 20 computers with one instructor workstation and a large screened, wall mounted monitor or electronic whiteboard at front of room.

SEATING:
- 20 chairs at tables facing front
- 1 counter height chair for instructor

OCCUPANCY:
    PATRONS 20   **STAFF/VOLUNTEERS** 1

FURNITURE AND EQUIPMENT:
- 20 computer tables with chairs
- 1 stand-up computer table

LIGHTING: Non-glare lighting for computer use

TECHNOLOGY (Computers and peripherals):
- 21 computers networked to public printer/copier

TELECOMMUNICATIONS (telephone, data):
- 25 data drops

ACOUSTICS: Room should be somewhat soundproofed

FINISHES: Low static materials

NET SQ. FT.: 500 sq. ft.

Area-by-Area Description

AREA NAME: REFERENCE STAFF WORKROOM

FUNCTION: Staff plan, prepare programs, edit newsletter, select materials, search databases for public inquiries, answer email reference questions, and meet with sales people.

RELATIONSHIPS (to other areas and functions): Proximity to Reference Desk and networked staff multi-function printer.

SIGHTLINES: View of Reference Desk and public computers

SPECIAL REQUIREMENTS: Ability to lock door

SEATING: 4 chairs at 4 desks for reference staff and 2 chairs for visitors

COLLECTIONS: 6 linear feet of shelving at each desk with and additional 12 linear feet of shelving for professional materials.

OCCUPANCY:
> **STAFF/VOLUNTEERS** 4

FURNITURE AND EQUIPMENT:
- 4 desks with ergonomic chairs
- Space at each desk for a book truck
- 2 3-drawer file cabinets
- Coat hooks
- 5 storage lockers for personal items
- 6 linear feet of shelving at each desk
- Waste baskets
- Recycle bins
- Wall clock

LIGHTING:

TECHNOLOGY (Computers and peripherals):
- 4 computers networked to staff multi-function printer

TELECOMMUNICATIONS (telephone, data):
- 4 telephones

FINISHES:
- Carpeted
- Shades on any outside, screened windows
- Painted walls

STORAGE:
- 2 3-drawer file cabinets
- Personal lockers

NET SQ. FT.: 525 sq. ft.

Area-by-Area Description

AREA NAME: SMALL MEETING ROOM

FUNCTION: Discussions, small group instruction, films

RELATIONSHIPS (to other areas and functions): Proximity to Large Meeting Room

SIGHTLINES: Visible from public service desks

SPECIAL REQUIREMENTS: Controls for HVAC. Any outside, screened windows should have shades or draperies to darken the room.

SEATING: 30 upholstered, stackable chairs

OCCUPANCY:
    PATRONS 30

FURNITURE AND EQUIPMENT:
- 4 lightweight folding tables with 30 stackable chairs
- Wall or ceiling mounted projection screen
- Coat hooks
- Art hanging rail system
- Clock
- Waste basket
- Recycle bin

LIGHTING: Bright but dimmable lights

TELECOMMUNICATIONS (telephone, data):
- Data drops on each wall
- Many electrical outlets at 32" height

ACOUSTICS: Rooms should be somewhat soundproof

FINISHES: Carpeted floor, painted walls

STORAGE: Closet for storing chairs and tables

NET SQ. FT.: 500 sq. ft.

Area-by-Area Description

AREA NAME: STAFF KITCHEN

FUNCTION: Staff eat lunch or dinner and occasionally assemble as a group for a lunch or dinner

RELATIONSHIPS (to other areas and functions): Proximity to Staff Restrooms and Staff Entrance, far from public areas

SIGHTLINES: Nothing in particular

SEATING:
- 16 chairs at tables
- 3 person couch
- Half dozen folding chairs

OCCUPANCY:
    STAFF 20

FURNITURE AND EQUIPMENT:
- Couch for 3 people
- Tables easily adaptable for different configurations with 16 chairs
- Full size refrigerator
- Microwave
- Convection oven
- Toaster oven
- Toaster
- Coffee maker
- Single large sink for dishwashing
- Small hand sink
- Cabinets for supplies
- Clock
- Covered waste basket (large)
- Recycling bin

CASEWORK:
- Built-in overhead cabinets and under counter cabinets

LIGHTING:
- Bright, dimmable lights

TELECOMMUNICATIONS (telephone, data):
- Telephone
- Several network data drops

FINISHES:
- Smooth floor for easy cleaning

STORAGE:
- 12 standard size cabinets for supplies
- 1 closet for cleaning supplies

NET SQ. FT.: 350 sq. ft.

Area-by-Area Description

AREA NAME: TECHNICAL SERVICES/CATALOG

FUNCTION: Office of the Technical Services Department Head, order and receive books, magazines, non-print materials and all mail and supplies. Accession, catalog, process and repair all library materials. Storage of supplies for processing all materials. Order and receive computers and other equipment, prepare them for deployment throughout the library and troubleshoot non-functioning computers. Access to the Library's network cabling, routers, switches and other networking equipment. (See Computer Networking Room)

RELATIONSHIPS (to other areas and functions): Computer Networking Room should be connected. Near delivery point for ease of delivery and distribution of materials.

SPECIAL REQUIREMENTS: Spacious, adequate space to move book trucks and dollies around. May be joined with circulation workroom but not required. A large sink with counter and storage underneath is required.

SEATING:
- Seating for 4 on ergonomic chairs at desks
- Seating for 2 on ergonomic chairs at table height counter/worktable
- 2 guest chairs with casters

COLLECTIONS:
- 12 linear feet of vendor catalogs, manuals and cataloguing instructions
- 48 linear feet of shelving for materials in different states of processing
- 500 books
- 500 non-books

OCCUPANCY:
>   **STAFF** 4   **VOLUNTEERS** 2

FURNITURE AND EQUIPMENT:
- 4 desks with drawer files and ergonomic chairs—must have space for one book truck beside desk
- Some shelving above or behind each desk
- 12' long counter or work table, 28" high, 30" deep for processing and repair.
- Four drawers under table height counter/work table for often used supplies
- Shelf above counter for storage
- 1-four drawer legal size file cabinet
- 1-four drawer letter size file cabinet
- Bulletin board
- Coat hooks near desks
- 8 small lockers for personal items
- 2 kickstools

- 4 wastebaskets
- Shredder
- Recycling bin

CASEWORK: Built in counter with drawers and a shelf above

LIGHTING: Bright

TECHNOLOGY (Computers and peripherals):
- 4 electronic workstations
- Barcode scanners at each workstation
- Shielded RFID pad at each workstation
- Networked all-in-one printer/scanner/fax/copier
- Ample electrical outlets at mid-wall height over counter and around room

TELECOMMUNICATIONS (telephone, data):
- 4 telephones
- Lots of data drops

FINISHES:
- Smooth floor for ease in pushing full book carts
- Painted walls
- Screened windows to the outside

STORAGE:
- Large walk-in closet with open shelving of various depths to accommodate a variety of supplies
- 2 4-drawer file cabinets
- Drawers at work counter

NET SQ. FT.: 600 sq. ft.

Area-by-Area Description

AREA NAME: TEEN AREA

FUNCTION: Browse young adult materials, relax, gather and talk, listen to music, use computers for Internet searches, homework and word processing, and watch videos.

RELATIONSHIPS (to other areas and functions): Away from quiet areas and children's room

SIGHTLINES: Visible from staff desk(s)

SPECIAL REQUIREMENTS:
- Open plan for visibility
- Relaxed, comfortable atmosphere
- Attractive informal for browsing, reading, study
- Acoustically isolated from adult reading and study
- Graphically interesting displays
- A staff desk equipped with computer workstation
- Flexible furniture
- Locking door when room is not staffed

SEATING: Total of 25
- 4 Tables with 4 seats each
- 4 Lounge type chairs
- 4 Computer workstations with ergonomic seating
- 1 Ergonomic staff desk chair

COLLECTIONS:
- 6,000 young adult books and non-books
- 10 magazine titles

OCCUPANCY:
        PATRONS 24   **STAFF/VOLUNTEERS** 1

FURNITURE AND EQUIPMENT:
- Flexible display and shelving
- Magazine tilt and store shelving
- 4 computer workstations
- 4 4'x4' tables with 4 chairs each
- 1 staff desk with ergonomic chair
- Locked storage for gaming consoles
- Bulletin board
- Waste basket
- Recycling bin

- Wall clock

LIGHTING: Bright, dimmable, lighting

TECHNOLOGY (Computers and peripherals):
- 5 computer workstations—1 for staff and 4 for teens
- 1 mounted flat screen television
- Gaming consoles in locked storage
- Security camera
- Electrical outlets
- Charging station
- Wireless access

TELECOMMUNICATIONS (telephone, data):
- 10 data drops for network connections
- Telephone on staff desk

ACOUSTICS: Room/space needs to have sound isolated

FINISHES:
- Sound dampening on walls, floor and ceiling
- Carpeted
- Painted walls

STORAGE: Wall hooks for hanging coats and bags

NET SQ. FT.: 1,140 sq. ft.

Area-by-Area Description

AREA NAME: YOUTH FICTION AND NON-FICTION

FUNCTION: School-age children, alone or with parent or caretaker, parents, and teachers will browse and look for particular books, choose magazines, use computers to search the OPAC, cooperatively work at study tables

RELATIONSHIPS (to other areas and functions): Youth Library service desk(s)

SIGHTLINES: Good visibility from staff service areas in Youth Library

SPECIAL REQUIREMENTS:
- Shelving should be low to accommodate school age children.
- Furniture should be sized for 6-12 year olds
- Security cameras covering area

SEATING:
- 4 chairs at each of 3 study tables
- 2 chairs at two OPACs

COLLECTIONS:
- 32,000 books
- 25 magazine titles with 2 years of back issues
- 1,000 paperbacks

OCCUPANCY:
> **PATRONS** 14   **STAFF/VOLUNTEERS** 2

FURNITURE AND EQUIPMENT:
- 14 54" high, double-sided shelving units
- Magazine helving for 25 titles and 2 years of back issues
- Display shelving for paperbacks
- 3 study tables with 4 chairs each and nearby electrical outlets

LIGHTING: Bright lighting

TECHNOLOGY (Computers and peripherals):
- 4 OPAC—2 stand up and 2 sit down
-

FINISHES:
- Carpeted floor
- Windows with screens
- Painted walls

NET SQ. FT.: 5,000 sq. ft.

Area-by-Area Description

AREA NAME: YOUTH HOMEWORK CENTER

FUNCTION: School age children study, read, use computers for homework

RELATIONSHIPS (to other areas and functions): Youth Library service desk(s) or Staff work area

SIGHTLINES: Visible from staffed areas

SPECIAL REQUIREMENTS:
- Acoustically and visually separated from noisy toddler areas
- Area should be easily supervised by staff

SEATING:
- 6 chairs at 6 computer workstations
- 8 chairs at 2 tables
- 4 lounge chairs

COLLECTIONS: 300 reference books

OCCUPANCY:
> **PATRONS** 18   **STAFF/VOLUNTEERS** 1

FURNITURE AND EQUIPMENT:
- 6 computer workstations with chairs
- 2 table with 4 chairs each
- Shelving to hold 300 reference books
- Dictionary stand
- Waste basket
- Recycle bin

LIGHTING: Bright lights

TECHNOLOGY (Computers and peripherals):
- 6 computer workstations
- Networked, color printer

TELECOMMUNICATIONS (telephone, data):
- 8 data drops
- Ample covere4d, electrical outlets

ACOUSTICS: Should be a quiet area with noise outside the area limited

FINISHES:
- Carpeted floor

- Painted walls

NET SQ. FT.: 1,000 sq. ft.

Area-by-Area Description

AREA NAME: YOUTH NONPRINT

FUNCTION: Children up to age 12 and parents/caregivers, and teachers will browse DVDs, CDs, audiobooks, books and CD hanging kits, and other non-book items

RELATIONSHIPS (to other areas and functions): In Youth Library close to children's service desk

SIGHTLINES: Visible from staffed areas

SPECIAL REQUIREMENTS:

COLLECTIONS:
- 3,000 items—CDs and DVDs will be in Gressco Kwik Case security cases

OCCUPANCY:
      PATRONS 10   **STAFF/VOLUNTEERS** 2

FURNITURE AND EQUIPMENT:
- Drawer units to house 3,000 CDs and DVDs in Gressco Kwik Case security cases
-

CASEWORK:

LIGHTING: Bright lighting

TECHNOLOGY (Computers and peripherals):
- A stand up OPAC

NET SQ. FT.: 1,000 sq. ft.

Area-by-Area Description

AREA NAME: YOUTH PRESCHOOL AREA

FUNCTION:

RELATIONSHIPS (to other areas and functions):
- Proximity to restrooms with changing tables
- Distant from quiet study area
- Distant from

SIGHTLINES: Visible from staffed areas

SEATING:
- 2 oversized lounge chairs
- 2 adult sized lounge chairs

COLLECTIONS:
- Parent Resource Center
- Picture books
- Beginning to read books
- Hanging bag kits
- Wooden puzzles
- Toys

OCCUPANCY:
PATRONS 10   **STAFF/VOLUNTEERS** 1

FURNITURE AND EQUIPMENT:
- 2 oversized lounge chairs or small sofa for an adult and child to sit together
- 2 parent sized lounge chairs
- Parent Resource Center—12 linear feet of adjustable shelving
- Picture books—8,000 volumes
- Beginning to read books—1,500 volumes
- Hanging bag kits—50 in various sizes
- Wooden puzzles
- Toys in storage bins
- Toddler size square table with 4 chairs
- Play/activity tables—3 or 4
- Activity cubes—2-3
- Patterned carpet for cars
- Patterned learning carpets

LIGHTING: Bright, welcoming lighting

TECHNOLOGY (Computers and peripherals):
- Security camera

TELECOMMUNICATIONS (telephone, data):
- Network data drop for future expansion
- Covered electrical outlets for charging phones

ACOUSTICS: Should have sound absorbing materials

FINISHES:
- Bright, cheery and welcoming
- Easily cleaned surfaces
- Carpeted floor
- Upholstered seating with easily cleaned surfaces

OTHER CONSIDERATIONS:
- Child safety considerations such as rounded corners and protected electrical outlets
- Open activity space defined by collections
- Interactive toys should be present

NET SQ. FT.:1,200 sq. ft.

ADDITIONAL NOTES: Near the entrance to the children's area should be a space for parking strollers

Area-by-Area Description

AREA NAME: YOUTH PROGRAM AREA

FUNCTION:
- Toddler and pre-school story time for 30 children and caregivers
- Programs for 50 school aged children after school, evenings and weekends
- Children's films
- Children's crafts

RELATIONSHIPS (to other areas and functions):
- Located in the Youth Library but distinct from quiet areas
- Close to children's restrooms

SIGHTLINES:
- Visible from staffed area

SPECIAL REQUIREMENTS:
- Flexible space for a variety of programs such as story telling, movies, gaming, and crafts
- Some tackable wall surface
- Some glass for easy monitoring
- Lockable door—could be a Dutch door to keep toddlers in
- Multiple storage cabinets/closets for various supplies and for tables and chairs
- Sink with hot and cold water
- Refrigerator

SEATING:
- 30 child height chairs at tables
- 20 adult height chairs

COLLECTIONS:
- Supplies for crafts and story telling
- Gaming software

OCCUPANCY:
> **PATRONS** 50 children with 20 adults   **STAFF/VOLUNTEERS** 2

FURNITURE AND EQUIPMENT:
- 10 child height tables with 30 child height chairs and 20 adult height chairs—all need to be easily stored in a closet.
- A sink with hot and cold water
- A small refrigerator
- Cabinets for storage
- Wall mounted flat screen tv and/or electronic white board

- Portable digital projector
- Gaming consoles and components stored in a locked cabinet

LIGHTING: Lighting should be bright for activities but dimmable for some programs. There should be different circuits to illuminate and/or dim different areas of the room

TECHNOLOGY (Computers and peripherals):
- Digital projector
- Flat screen, wall mounted tv
- Electronic white board
- Gaming consoles

TELECOMMUNICATIONS (telephone, data):
- Several data ports around the room

ACOUSTICS: Materials to absorb sound to help keep the noise contained.

FINISHES:
- ½ room carpeted
- ½ room a hard, easily cleaned surface
- 1 wall should be mostly glass for monitoring purposes
- Other walls need to have tackable surfaces for displays
- Picture rail hanging system

STORAGE:
- Cabinets for supplies
- Closets for tables and chairs

NET SQ. FT.: 700 sq. ft.

Area-by-Area Description

AREA NAME: YOUTH SERVICE DESK AND WORK AREA

FUNCTION: Help children, parents, caregivers, and teachers with reference, readers' advisory, technical assistance, inter-library loan, program registration, checking materials in and out, and answering the telephone. Near the service desk should be two self-checkout stations. The work area is used for program preparation, planning, answering the telephone, administrative work, and craft preparation.

RELATIONSHIPS (to other areas and functions): Near the entrance to the Youth Library

SIGHTLINES: Staff at the service desk should have visibility of the entire Youth Library including into the program area while staff in the work area should have visibility of the service desk.

SPECIAL REQUIREMENTS:
- Service desk should have two levels—child height and stand-up counter height.
- There should be an area for the display of children's art work, notices, and posters near the desk and entrance to the Youth Library.
- Space behind the desk for four book trucks

SEATING:
> Two adjustable height chairs at the service desk
> Two ergonomic chairs in the work area
> Two visitors' chairs in the work area

COLLECTIONS:
- 36 linear feet of shelving for storytime books
- A dozen large bags of themed books and materials

OCCUPANCY:
> **PATRONS** 3 or more   **STAFF/VOLUNTEERS** 2 at the service desk and 3 in the work area

FURNITURE AND EQUIPMENT:
Service Desk
- Staff service desk is 10 feet long with no sharp edges and with two levels for children and adults
- Twelve shelves behind the desk
- 2 computer workstations, each equipped with a barcode reader, a shielded RFID pad, a receipt printer, a Kwik Case release magnet and 2 ergonomic chairs
- 2 self-checkout terminals
- Telephone
- Anti-fatigue mat at each work station
- Large calendar on an easily viewed wall

- Shredder
- Clock
- Security camera (s)

Work Area
- 2 computer workstations/desks with ergonomic chairs
- 2 visitors' chairs
- large table or counter for preparation of story and craft activities, displays, and marketing materials
- Ellison machines and dies
- Electronic paper/materials cutters
- Paper cutter
- Shelving and drawers for storage of craft supplies including various papers, scissors, pens, pencils, coloring and painting supplies,
- 2 telephones
- Coat hooks on the wall
- Lockers or locked drawers/cabinets for personal items
- Wall clock
- Wastebasket
- Recycle bin

CASEWORK:

LIGHTING:

TECHNOLOGY (Computers and peripherals):
- 4 staff computer workstations
- 2 barcode readers
- 2 shielded RFID pads
- 2 receipt printers
- 1 networked all-in-one printer
- Electronic cutting machine

TELECOMMUNICATIONS (telephone, data):
- 3 telephones
- Many network data drops

FINISHES:
- Smooth floor for easy of moving book trucks around
- Tackable wall surfaces
- Bright, welcoming colors

STORAGE:
- Cabinets and shelving for supplies in the work area
- Drawers and shelves under the circulation desk for supplies

- Lockers for personal items for staff and volunteers

OTHER CONSIDERATIONS:

NET SQ. FT.: 600 sq. ft.